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Eurolink supply:
Telephone Systems
Telephone Lines & Calls
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Hosted IT Solutions & IT Support



Case Study

Redmayne Bentley

Efficient, cost effective communications recording system thanks to Eurolink Connect

For Redmayne Bentley Southampton the monitoring and recording of incoming and outgoing calls is a regulatory requirement, and this has been a challenge. As a stockbroker handling financial investments, Redmayne Bentley is authorised and regulated by the Financial Conduct Authority and as such is required to record all incoming and outgoing calls. As well as being a necessity, this recording also has the added advantage of gauging customer satisfaction and enabling additional staff training to be provided.

Unfortunately, the cost to install two-way call recording onto an existing telephone system can be expensive; many of these products require a 'stand-alone' PC to run this operation. The Eurolink team was able to provide an alternative IP based system which is capable of offering complete call recording, along with a wide variety of other great features, at a fraction of the cost of an equivalent conventional system or upgrade. This saved Redmayne Bentley Southampton money and time due to the increased efficiency of this operation.

Conrad Fry, Head of Office at Southampton said that, *"We couldn't believe the minimal cost of this IP based system compared to a full upgrade or patched solution; especially because of its efficiency! Eurolink has really helped and provided excellent advice and service to our franchise, we couldn't be happier."*

Meanwhile Eurolink Director Claire Maddox concludes that, *"We wished to supply Redmayne Bentley Southampton with the most efficient and cost-effective system available to them. They are a wonderful and hardworking team, and hopefully now they will be able to further enhance the services they offer."*

About Redmayne Bentley

Redmayne Bentley was established in 1875 and today is one of the leading independent private client stockbrokers in the UK. The franchise in Southampton is located in The Avenue and offers a full range of stockbroking and investment management services.

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Everyone's requirements are different. We at Eurolink understand this and we are passionate about delivering personal, bespoke solutions tailored to each customer's specific requirements. Please contact us on **01453 700 800** for more information.

