

CASE STUDY

Rent4sure

Rent4sure is a UK based nationwide provider of tenant referencing and insurance services for Letting Agents. As a modern technology driven company that relies entirely on its access to the outside world, telephony is an integral part of this reliance.



The Challenge

Rent4Sure approached X-on seeking a resilient phone solution which would allow them to streamline communications and improve customer service, while increasing call volumes per agent.



The Solution

X-on supplied Rent4sure with Contact Centre, our most comprehensive and feature rich Cloud product. Contact Centre provides vastly increased system functionality over Rent4sure's previous phone solution.

Contact Centre also allows management access to comprehensive data previously not available, which has allowed Rent4sure to identify areas where their service can be improved, leading to greater agent efficiency..



Rent4sure Says

"Since moving to X-on we have seen major improvements in reporting data, functionality and efficiency. The ease of transition between systems was a prime concern to us at every stage, we have more the 90 users who found the move simple and intuitive following the training provided by X-on."

"X-on are providing us a greatly improved service compared to our previous supplier for a comparable cost, representing great value for money. X-on was the best fit for our organisation whilst moving the business forward and expanding our operation."

"We have found X-on good to deal with throughout the entire process, from inception right through to on-going support. Moving such a critical service as telecommunications is a process fraught with difficulties for a company such as ours."

"X-on has assisted us all the way and provided a seamless transition without loss of service to our customers. I would have no reservations in recommending X-on to a company looking for a similar solution."

Brian Marsh
Call Centre Manager
Rent4sure
rent4sure.co.uk



RENT4SURE
PROTECTING YOUR BUSINESS

Contact Centre

Handling inbound and outbound traffic, from a single location or at a multi-departmental, multi-site or multi-country level.

- High capacity intelligent routing
- Inbound/outbound call blending
- Secure SIP option
- Real-time call management
- PCI compliant card payments
- Secure call recording
- Custom CRM integration

X-on Cloud Telecoms

X-on are providers of secure, flexible and cost effective communications for the Healthcare sector. We have decades of experience designing and implementing innovative and reliable hosted telecoms systems where data security is paramount.

X-on services are continually improved to meet customer communication needs, delivering simplicity of operation and integration with desktop systems.

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