



# FUTURE PROOF SOLUTION PROVIDED



## Fast Facts

<b>Organisation:</b>	Heritage Pensions Froghall Rd, Ampthill, Bedford MK45 2ND
<b>Industry:</b>	Finance
<b>Challenge:</b>	Cost effective new phone system whilst still having advanced features
<b>Solution:</b>	Samsung fixed line solution
<b>Result:</b>	Solution designed, implemented and fully managed.

## The Contenders

Many different options were discussed with Heritage Pensions and the features and benefits explained, the Samsung OfficeServ 7030 was seen as the perfect fit.

## The Result

A brand new phone system designed, delivered, installed and fully supported well within budget to existing ISDN2 lines.

## Background

Heritage Pensions was incorporated on 2 October 2007. On 21 January 2008 they were granted permissions for the establishment, operating and winding up of personal pension schemes by the FSA, now the FCA.

They are independently-owned and fully committed to remaining this way. Without ties to a fund manager or insurance company our clients have freedom to choose how their pension funds are invested without bias.

## A Need For Change

Colin from Heritage pension said "We approached Flip Solutions after some exasperating conversations with other telecoms providers; to our delight, the team listened to our requirements, openly discussed all options and made recommendations based on our needs. Pricing discussions were transparent and uncomplicated. Not at all the overly complex 'hard sell' that we had previously experienced."

The new features of the phone system were seen as a great benefit to the staff of Heritage Pensions and the training provided extremely useful in demonstrating all these features.

“ Flip Solutions managed the process end to end from the point of order through the installation and training and post installation support enabling us to focus upon our business. The whole team has provided prompt, friendly and approachable service.

Colin Worbey  
Heritage Pensions

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