



## Grosvenor Medical Centre

### New World provides a seamless upgrade for a busy surgery

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**PROFILE**

Customer

- Grosvenor Medical Centre

Industry

- Medical Practice

Challenges

- Existing PBX near end of life
- Complex auto attendant required
- Selective call recording required

Solution

- NEC Univerge SV8100
- Sophisticated voicemail and auto attendant facilities provided which include the ability to record calls

Results

- Seamless changes to auto attendant greetings throughout the day
- Call recording facility included in standard voicemail negating the need for expensive software

#### BACKGROUND

Grosvenor Medical Centre is a busy surgery situated in the heart of Tunbridge Wells.

Patients are well served by a team of seven doctors plus a team of practice nurses who work alongside the doctors and have a wide experience in the management of chronic disease.

The administration team is committed to providing the best possible service to their patients.

#### REQUIREMENTS

Grosvenor Medical had decided to replace their existing system, supplied by New World, which was approaching the end of its life.

In discussing the new requirement with Grosvenor Medical it was clear that a sophisticated auto attendant was required. With their existing system reception staff were required to manually change the auto attendant greeting five times during the course of a single day.

The Practice had also decided that it would like the ability to record selected incoming calls for training and security purposes.

#### SOLUTION

New World installed an NEC SV8100 communications server, providing Grosvenor Medical Centre with sophisticated auto attendant facilities as well as the built in voicemail, allowing them to record selected calls without the need for dedicated call recording software.

“We have been a satisfied client of New World for more than 10 years and are happy to recommend them. Their recent installation of our new telephone system went smoothly and minor changes were dealt with promptly and efficiently” explained Sue Stewart, Practice Manager at Grosvenor Medical.

#### RESULTS

As a result of the new SV8100 system, Grosvenor Medical Centre now enjoys a number of benefits across the Practice. Staff are no longer required to manually change the auto attendant greeting, the new NEC SV8100 system seamlessly alters the greeting five times during the course of the day.

Selective call recording now offers the practice a useful and cost effective training tool.

“New World have always provided us with a professional, consistent and cost effective service whilst their commitment to customer service and ongoing support can be relied upon”, added Sue.

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