Mitel Phone System Support:
Choosing the Right Provider

Our expertise & detailed understanding of English National Ballet's telecoms environment was critical in the company's decision to choose us for Mitel phone system maintenance.

English National Ballet

Founded in 1950, English National Ballet (ENB) has been pivotal to the growth and development of the UK's ballet industry, bringing world-class classical ballet to the widest possible audiences for more than sixty years.

PSU's expertise raises the curtain on a classic performance

Challenge

With their existing provider under performing, ENB required a new Mitel phone system support partner to:

- Boost performance & reliability
- Deliver better quality support
- Help meet their growing communication demands

ENB's Mitel phone system is fundamentally important to them:

- They were seeing an increasing number of donors & fundraisers contacting their switchboard.
- The expansion of their operations on an international front was driving more incoming phone enquiries.
- They were having to handle surges in call volumes at certain points of the year.

Solution

ENB chose PSU – confident in the expertise of our sales and account management teams.

Discovering us online, ENB were impressed by the consultation they had with our business development team and our attitude & approach.

- Our team quickly built a solid understanding of the company's telecoms environment & business needs.
- A systems health check helped us assess their phone system performance & improvements required.
- All through this our account management teams provided quality after sales service support.

Result

> *We needed a supplier we could really rely on. It's been easy with the care & attentiveness of PSU's teams. With PSU ready in the wings, we've got the right phone system support we need to ensure we can take donations, bookings and arrange our next performance.*

Adrian Wyer, Facilities Manager, English National Ballet

PSU®

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