



# Case Study

For travel agents Jetset,  
our Mitel Support was  
invaluable in getting them  
booking holidays again



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# Our Problem Solving Expertise is First Class for Holiday Firm

After a third party repeatedly failed to fix a problem with their voice circuits, travel agents Jetset were left struggling to answer calls from customers wanting to book flights and holiday packages.

Our investigative skills were vital in helping to correctly identify the issue, speed its resolution and get them selling flights and holidays again.



Jetset is part of the Cresta World Travel Group, one of the UK's leading independent travel agents. For over 40 years Cresta have been offering some of the best tailor made holidays for the independent traveller.

## PSU's experts were the right destination for Jetset

### Problem

A recurrent problem with Jetset's voice circuits was damaging business and threatening to undermine their reputation for delivering quality service.

Downtime is not an option, particularly during the first few months of the year (peak periods for booking flights and holiday packages).

The third party providing the voice circuits insisted that Jetset's Mitel phone system was at fault. Slow in general response, they were reluctant to widen the investigation.

### Solution

Going beyond our contractual levels of Mitel support, our phone system engineers quickly got to work to investigate the root cause.

- We pinpointed & provided detailed phone system log data, to highlight that there was nothing wrong with the Mitel equipment we support.
- We suggested alternative issues on the external network that could be causing the problem.
- We helped Jetset to put more pressure on the 3rd party to resolve their issue.

### Result

**“As the only real voice of reason we could turn to, PSU's support expertise was invaluable. Their evidence and advice helped shorten the time taken to resolve the issue with our voice circuit supplier. PSU provides a consistent quality of support that other suppliers struggle to match.**

James Serjeant, IT Manager



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