



Cherry Godfrey Case Study

Introduction

JT delivers seamless connectivity for pan-island business Cherry Godfrey. Cherry Godfrey is a consumer finance company with a Channel Island customer base of around 15,000 including businesses and private individuals.



Website
<https://www.cherrygodfrey.com/>

Business Challenge

The existing telephone system that Cherry Godfrey relied upon was over 10 years old and limitations around functionality, particularly the requirement to link between Guernsey and Jersey offices, highlighted the need for a review.

JT's team in Guernsey provided proactive advice to Cherry Godfrey enabling them to explore the pan-island solutions that would meet the business needs today. The key requirement of the company was that its new system would need to support 45 staff members across Guernsey and Jersey, with 'home' access as an option for some members of the team.

Furthermore, Cherry Godfrey's future expansion plans were taken into consideration to ensure that the new system would continue to deliver to meet changing needs.

JT Solutions

After consulting with Cherry Godfrey on their requirements, JT recommended a system to deliver across two main areas; to upgrade to a multi-location system and to centralise management and provision of resources.

Ensuring business continuity, the JT technical team worked out of office hours and installation was seamless and within pre-agreed timeframes.

Customer Endorsement

David Barrow commented: “We now have seamless connectivity between our Guernsey and Jersey offices which has brought with it many advantages. Firstly, improved customer service thanks to calls being routed internally means continuity of service for interisland customers. Overall, the implementation has simplified communications for staff primarily dealing with client enquiries and feedback of improved functionality and simplified user experience. Secondly, improved control of telecoms expenditure is very pleasing.

“When we originally discussed our requirements with our JT Account Manager, he really listened to our needs and provided practical solutions to the business requirements of our operation. Since installation, the support we have received has been excellent, the JT team have been prompt, friendly and efficient and this was a valuable aspect to the success of the overall project.”

David Barrow, Group Finance Director of Cherry Godfrey

Contact details

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