

ITManaged Services Limited

Case Studies

3CX Telephony: Enabling Business





Company Overview

Staffords Limited is a long-established, national third-party service provider for major international brands. Headquartered in Merseyside, the company specialises in first-line telephone support, as well as warranty and out-of-warranty repairs for a wide range of well-known domestic appliances.

The Challenge

As demand for engineering services and repairs increased, Staffords Limited faced the challenge of needing to expand and upgrade their workshop facilities. However, a significant portion of their office space was occupied by call centre staff, and their existing premises-based PBX telephone system lacked the flexibility to support remote working. This limitation made it difficult to free up space and modernise their operations.

The Impact

The introduction of 3CX had an immediate and transformative impact on Staffords Limited. The company was able to repurpose a large call centre area into a state-of-the-art, high-tech workshop, significantly expanding their capacity for engineering services. Moreover, the 3CX solution enabled call centre staff to work remotely from home or utilise a hot-desk suite when visiting the office, providing the flexibility needed in today's dynamic work environment.

The Solution

IT Managed Services proposed the implementation of the 3CX Cloud-based PBX system. The cost-effectiveness of 3CX, combined with its seamless integration with the existing telephone infrastructure, made it the ideal solution for Staffords Limited. The deployment of 3CX allowed for a smooth transition to a more flexible and scalable communication system.



“3CX has been instrumental in modernising our operations, allowing our call centre to operate with greater flexibility. This transformation has given us the much-needed space to expand our engineering services, which is vital for our continued growth.”

Dave Latham, Director of Operations, Staffords Limited

“Staffords Limited was an ideal candidate for the 3CX Cloud PBX solution. We are committed to supporting them as their business evolves, ensuring that their communication systems continue to meet their growing needs.”

John Abrahams, Technical Director, IT Managed Services Limited