

Voice2Voice



Case Study:

Voice 2 Voice Ltd has been successfully selling telecommunications to the UK public and private sectors for over a decade.

Following feedback from their customer base, Voice 2 Voice wanted to expand into the mobile market and looked at various partners to provide airtime from the UK's largest networks.

They chose to partner with Talk Straight.

Warren Stroud, Managing Director, Voice 2 Voice:

"We particularly liked the fact that both O2 and Vodafone formed part of Talk Straight's portfolio.

We have had exceptional pre-sales support from our account manager who has gone above and beyond in teaching our sales staff of how to be competitive in the mobile market as our skill sets lay with fixed lines and IP Telephony.

From a billing perspective, we found that it took just 3 months for Talk Straight to fully modify the CDR's so that we could process them through our billing platform.

Their billing team are extremely helpful and knowledgeable and work well with our billing team.

Over the past 10 months we have seen our revenues in mobiles increase 10-fold.

We are continuing to aggressively attack the marketplace and our existing customer base, offering bespoke "One Bill" solutions and increasing additional revenue from our customers"

