

Drake Tooling and Abrasives



Drake Tooling and Abrasives now utilises a flexible, cloud-hosted solution with a highly responsive support service

Location: Newton Abbot | **Number of users:** 8

The project

Established in 1976, Drake Tooling and Abrasives supply the precision engineering market with abrasives and cutting tools. However, they had been using an ageing, on-site BT phone system. Because of this, they were disenchanted with high broadband costs and the service they were receiving. Already considering remote working before the pandemic hit in 2020, management was looking for a more flexible solution.

The solution

We carried out and installed a Gamma Horizon cloud-hosted solution. Horizon's scalable and agile solution has an impressive repertoire of call management features and an easy-to-use web interface, allowing Drake Tooling to be in complete control of their communications. Even better, Horizon is cost-effective, too!

The solution is hosted in a network of data centres, which meant Drake Tooling didn't need to look after any hardware on-site. Plus, any software updates would automatically take place at cloud level.

The result

Thanks to our solution, the Drake Tooling staff can use handsets at home or wherever they're working. Additionally, they can utilise twin desk handsets on their mobiles to make and receive calls anywhere!

The team can also make their own programming changes without having to call in an engineer, as Horizon comes with an easy-to-use online portal that handles these. Drake Tooling also benefits from a responsive support desk and regular contact from their dedicated account manager.

“We should have made this move a long time ago. Life is less stressful, and the business runs smoother and more efficiently. To phone someone locally for support is so easy as well. If you want to save money and time, these people will help you.”

Graham Hensley-Jones, Director



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