

# Liberty Living

Liberty Living now receives dedicated account management and relishes a reduction in their communications expenditure thanks to the Focus Group team.

**Number of users: 40**



## The project

Managing student and key worker accommodation across the UK is no easy task, and Liberty Living PLC needed a cost-effective telephone system for its extensive 51 sites.

They sought a solution that would provide the same features as larger sites, address installation and maintenance costs, and enable seamless call transfers between the head office and all locations.

Focus Group was approached to tender for a new telephone system, with the objective of finding a system that could efficiently serve all 125 users across all their sites, while meeting Liberty Living's specific needs and budget constraints.

## The solution

Focus Group's hosted telephone system provided Liberty Living's single-user sites with the same advanced features as their larger locations, including auto-attendant, mobile twinning, call recording, and voicemail-to-email.

Previously, single sites with one line would often be engaged, but with our solution, incoming calls during an active line are rerouted to another site instead of giving a busy signal. The hosted system is managed from the head office via a single web-based platform, allowing seamless user relocation by simply moving the handset.

Additionally, when a new office opened in Geneva, adding the site and routing calls back to the UK was effortless.

## The result

Liberty Living reduced their communications expenditure by 27.9%, along with consolidated billing and a single point of contact with dedicated account management. Business continuity was achieved by way of our inbound products and porting numbers to the SIP trunks, with further savings on rental and call forwarding costs achieved.

"Focus Group has given a more cost-effective solution that's backed up by exemplary customer service. Alongside maximising savings, they've ensured we're well prepared for any eventuality - that includes keeping our helpline services up and running should disaster strike."



**Liberty  
Living**