

Pitchkins & Currans



Despite tight timelines, our tailored telecom strategy ensured seamless operations during Pitchkins & Currans' renovations. Now equipped with a robust leased line, the pharmacy thrives with fast, resilient connectivity.

The project

Pitchkins & Currans is a community pharmacy that's been operating for 20 years, dispensing both NHS and private prescriptions for its customers.

The pharmacy supplies medication to people residing in care homes whilst also providing other NHS services, such as the New Medicines Service and the Discharge Medicine Service.

The solution

As it looked to expand and construct a bigger pharmacy, Pitchkins & Currans sought a resilient, fast, and robust connectivity and telephony solution that would future-proof the store for an increased number of customers, all while working within a specific budget and strict time frame. However, a connectivity infrastructure was not available in the new location and it was also a black spot for 4G.

The solution included:

- Horizon
- Akixi
- Call recording
- Leased Line

The result

Our telecoms team deployed a phased implementation for Pitchkins & Currans, starting with three phones and a new ADSL broadband line. This allowed the dispensary software to remain up and running, with enough phones to ensure business continuity until the leased line was deployed along with the remaining phones in the second and third phases.

Though it has only just moved to the brand-new location, through Focus Group, Pitchkins & Currans successfully opened in accordance with NHS standards, providing prompt services to its customers.

“With Pitchkins and Currans being one of the highest dispensing chemists in London, serving both community and care service clientele, having uninterrupted supply chains throughout the move was of paramount importance. The specific implementation measures Focus Group put in place and deployed enabled us to achieve this.”

Ajay Walia, Owner

