

Winfields Sales & Letting Agents



Winfields Sales & Letting Agents now has all three parts of their business linked through our flexible, cloud-hosted solution.

Location: Exeter | Number of users: 13

The project

Winfields Sales & Letting Agents is a family-run firm of Estate & Letting Agents and Chartered Surveyors based throughout the South West.

The firm had already migrated to a BT cloud-hosted phone system. However, they had suffered endless issues with functionality. Frustratingly, the system did not work as the business needed it to.

On top of functionality issues with existing systems, the firm also needed a phone system that would offer teams the remote working capabilities they required.

With these multi-site requirements imperative for operations to continue, we stepped in to answer the call!

The solution

To kick things off, we recommended a Wildix Unified Communications solution for the surveyor and valuers' office in Paignton. Notably, this ended up serving as a trial site so the MD could see the solution in action before moving the other offices to Wildix when contracts with BT had come to an end.

This connection would support the use of SIP voice services with a bundled call allowance that essentially eliminates any extra costs for calls made to UK landlines or mobiles.

The result

Winfields Sales & Letting Agents now has a solution that works wherever there is a connection to the internet. We supplied the Paignton office with full-fibre broadband, with handsets integrated for staff use. On top of that, staff can now also handle calls on their mobiles, tablets or PCs via the Wildix mobile app.

“We have three busy businesses with staff rarely at their desks due to the nature of their work. We needed a phone system that would enable us to handle calls wherever we are working to ensure we deliver the service our clients expect from Winfields”

Tom Winfield, Msnaging Director



Winfields