



Delivering growth

Leicester based accountants Rowley's was founded in 1922 and today provides all the services expected of a firm of chartered accountants as well as offering IT consultancy, specialist tax advice and business strategy. Their vision is to deliver growth by exceeding clients expectations on all occasions and Rowley's worked with STL to provide a communication system that enables them to achieve this.

Communication review

Following a comprehensive review of Rowley's existing telephone system and its usage, STL installed a Samsung 7200 telephone system and Oak Ai-office, a call management system that allows Rowley's to get the very best from their phone system.

The Samsung OfficeServe 7200 telephone system delivers advanced voice, data and wireless communications in a single platform. Rowley's gained a better understanding of the benefits of the 7200 system with a live demonstration and by looking at a number of reference sites. Once the decision had been made, STL was able to install the new system quickly and efficiently. The onsite training that STL gave ensured that everyone could use the new system from the very start and they continue to benefit from ongoing after sales support from the STL team.

Oak's Ai-office call management system enables Rowley's to continually improve customer service, to keep call and telephone costs under control and to maximise the efficiency of telephone usage throughout the organisation.

Improved management of communication costs

Mark Hook, director of Rowley's commented, "We are a go ahead company and we recognised a similar ethic in STL. They were able to provide a solution for our communications that makes the service we offer clients even more efficient. It has also ensured that we better manage our communication costs and the large range of selection criteria has allowed us to customise the reports to meet our individual needs."

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*Mark Hook,
Director, Rowleys*

