



# RiotSpace and VoIPstudio

Creative Agency Recommends VoIP to dozens of its customers too



## Background

Based in the beautiful countryside of Dorset, RiotSpace is a digital marketing agency with a creative edge. Its team of highly-skilled consultants provide web design, branding, digital marketing and search engine optimisation to organisations of all sizes that want their digital presence to spark interest and, ultimately, drive sales.

## Challenge

With an active telesales team taking inbound and outbound calls, and consultants who are often out-and-about during the week, RiotSpace wanted to ensure that the professionalism of its digital presence - and its people - was matched by its telephone system.

Dane Caswell, RiotSpace's founder and MD, needed to know that no calls were ever missed and that, wherever he is in the world, he is always available to his clients. He also wanted to ensure that he kept a local - 01258 - number; many of his clients want to work with a company that is local to them, a trend that is set to increase in the post COVID-19 world.

Dane decided to move to a VoIP system that would give the entire team more flexibility and features than the traditional landline/mobile set-up. He looked for a professional-grade business VoIP phone service, available at consumer-level pricing

After a short false start with a well-known VoIP company and, after examining the more expensive, and less extensive, capabilities of BT and the other large operators, Google took Dane Caswell to VoIPstudio.

*“Thanks to the innovation shown by VoIPstudio over the past few years, the larger operators have massively improved their cloud-based VoIP offerings both in terms of features and prices. I’m not tempted though.”*

*VoIPstudio is head and shoulders above the competition in what is now a crowded marketplace. I genuinely love VoIPstudio and recommend to other companies all the time. They really are that good”.*

RiotSpace

VOIP\STUDIO

## Solution

After utilising the free trial available from VoIPstudio, RiotSpace quickly moved to full deployment.

“To be honest, the VoIPstudio offering sounded too good to be true even to me. I was worried that its servers might not be up to the job”, Dane said. His fears have never ever come to fruition. The opposite in fact...“The call quality is always amazing!”

Dane is an enthusiastic advocate for VoIPstudio which he now recommends to his clients, often managing

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the system on their behalf.

Many of these companies want to have virtual numbers for specific cities including London, Bournemouth and Southampton. Calls are automatically forwarded to local or mobile numbers giving Dane’s clients’ clients no idea of where a person is located.

“As a marketing tool, VoIPstudio is amazing. I have also been consistently impressed with the company’s customer service, although I rarely need it as the system is easy to use and manage”.

## Benefits

Thanks to VoIPstudio, RiotSpace now has a cost-effective, feature-rich business telephony system that will grow with its business.

The company benefits from the all-inclusive pricing mode utilising many of the VoIPstudio features.

RiotSpace has one central number for its offices and remote workers. Callers are greeted with three options - to speak with someone, to leave a message, or to join a conference call, a service that is provided within the VoIPstudio package unlike other providers who bill as an add-on.

Dane says “the conferencing system alone would usually cost us more from another provider than our entire VoIP studio bill”.

Dane is also using the Call Barging feature for when new people join the telesales team. He can listen in, and give feedback on calls, via the reception consult. He can also see how many calls are made to and from a number - and integrate these with the CRM system build in-house.

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*“I’m a techie and focused on helping my clients to use best-in-class technologies to grow their businesses. With VoIP it was time to practice what I preach”.*

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Creativity, technology and delivering a quality service to its customers is central to RiotSpace’s success. With VoIPstudio, the company now has a communications system that supports its growth and business ambitions.