



**Community Guides is a media solutions company specialising in publishing. They are dedicated to below-the-line results, and tailor proven methods to maximise their client's budget.**



Community Guides pride themselves on reliability. They make attention to detail a priority, and consider themselves to be a media solutions agency that listens, and is responsive to the particular requirements of the company. As a result they have strong and long lasting client relationships with a rapport based on trust.

The company had grown considerably since it started in 2006.

### The Situation

Community Guides approached Townley Network Solutions after a friend at another media solutions network recommended them for offering phone systems at prices cheaper than BT. At the time, Community Guides had just got off the ground and was being run from home. The challenge was that they had grown beyond the reach of their previous phone solution and needed a communications system which would be scalable as they grew. As a growing business, they were aware that with every new employee the cost of their phone services would increase, and they wanted to minimise this cost. The company realised that the more phones they were buying, the more money they could save through cheaper handsets and phone bills.

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**I have been impressed with every single person I have met from Townley – they have all been extremely professional and fall over themselves to help you.**

Phil Anderson, Business Owner

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### The Solution

Townley Network Solutions recommended a Gamma Horizon system which would grow with their business and offered increased functionality. Community Guides were extremely happy with the fantastic service and great rates they saved by switching to a Gamma Horizon system provided by Townley Network Solutions. Phil Anderson, Managing Director, commented, 'They were really easy to work with. We told them what we wanted, they went off and did it.'

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**They came in, worked out that a Gamma Horizon solution was what we needed, and once they checked we were happy they installed it straight away – the whole process was so fast and there was absolutely no hassle.**

Phil Anderson, Business Owner

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In 2014, Community Guides moved out of Phil Anderson's house and into new offices. Their strong existing relationship with Townley Network Solutions meant they looked to them to identify a phone system that would work for the space. Over the years the two businesses had developed a friendly rapport and a mutual trust that meant

Community Guides were happy to largely leave this project to Townley Network Solutions, and equally Townley Network Solutions were confident that they knew Phil and the team well and would deliver something that fitted the way that Community Guides worked.

A Gamma Horizon digital phone system offered a range of features that Community Guides had not previously had; everyone had an individual voicemail service, and a call recording and playback feature was particularly useful for staff training because so much of Community Guides selling and customer support is done over the phone. Phil Anderson was invited into the Townley Network Solutions offices for a demo day, and was impressed by what he saw. What was critical to Community Guide and provided by the Gamma Horizon system, was the ease and speed and at which the new system could be deployed and the scalability so it would grow with the business in the future.

Although the Gamma Horizon solution was sophisticated, Townley Network Solutions kept cost-saving a priority. The solution proved more cost effective as this digital phone system for eight people led to cheaper monthly bills than what they had been paying with four users before their relationship with Townley Network Solutions began.



### **The Result**

Phil Anderson found the whole process really quick and easy. The maintenance service has been as excellent as the installation service. Community Guides have been working with the same Sales Manager, Dave Holland, since the beginning of their relationship and Phil Anderson commented, ‘Dave pops in to the office now and then to check how we’re getting on, and I can ring him up and ask for support in everything – whether it’s a feature that I don’t know how to use or even once when I forgot my password! He always gets back to me straight away with helpful advice.’

To book a demonstration of the Gamma Horizon system, call us today on **0370 777 7970** or email us at **[enquiries@townley.co.uk](mailto:enquiries@townley.co.uk)**