



**Long-standing customer updates system due to expansion for cost savings and increased flexibility.**

Mark J Rees (MJR) have been telephony customers of Daly Systems for many years having had an NEC DXE installed in 2000. The DXE was an incredibly resilient system, which served its users very well for many years. However, production of this system ended in 2003 and parts are now getting scarce and engineers who can work on it even more scarce! It was time for Mark J Rees to upgrade to allow for expansion of the system and costs savings on their connectivity.

MJR, Chartered Accountants and Business Advisers were established in 1938 and, and similarly to Dalys, has customers of all sizes and types who they work with to suit their specific needs, to give a bespoke service.

The system that was installed was an NEC SV9100, and to assist with the day to day tasks within the offices, MyCalls Desktop Lite was chosen to allow individual users to use click and dial to facilitate accurate dialling, and screen popping from Outlook contacts on incoming calls.

MJR are based in a very attractive multi-floor Victorian building in the city. This added another dimension to the solution provided, as Malcolm Roe, the Dalys' account manager, needed to take into consideration the constraints of the building, and find alternatives to additional internal cabling. The solution to this was to utilise the systems IP capabilities and to add PoE switches to the system in areas where there were insufficient points already installed.

To add further flexibility and help with cost savings, the system is ready to move to SIP lines (which allows calls to be made over the internet) when current contracts are complete. Using Dalys Direct, the 'connectivity' sector of Dalys, ensures that all services are under one supplier makes future changes, upgrades and fault resolution so much easier to manage.

MJR are have also given us many referrals, which goes to confirm the standard of service received and the relationship that we have with our customer.

**“Our previous telephone system was old and we knew it was time to upgrade. Malcolm listened very carefully to what we required and tailored a quote for our needs. We found the whole process from the initial contact to the installation very easy and straight forward. We would recommend Daly Systems to others looking to improve their telecommunications services.”**

**Chris House MCSE  
IT Manager**

