



Moore & York



Moore & York Lettings were looking to upgrade their phone system and to cut costs on their phone lines. Dalys installed an NEC SV9100 phone system and saved money on their lines and calls.

Moore & York Residential Lettings is a long-established Leicester based agency offering residential properties to rent across Leicestershire. Due to the fast-paced nature of the lettings industry an efficient and cost-effective telephony solution is required and, should there be an issue the speed and manner of response by your telecoms supplier is critical.

Moore & York has been a customer for many years, and following previous installations, chose Dalys to upgrade their system. Following discussion Jamie Moore said, “we are very pleased with our system and on the odd occasion that we have needed assistance we have called the Dalys’ service desk we have had a very quick response, and the engineers have been very helpful.”

Moore & York have a comprehensive range of lettings services and this entails making calls to different utility companies, and sometimes to overseas numbers, therefore call costs are extremely important and since the agency have moved the calls to Dalys Direct for their billing and line provision, significant savings of around 25% have been made, assisted by the free calls to mobiles package we were able to offer. Dalys Direct’s fraud protection insurance, covers businesses against potential ‘toll fraud’ and systems are in place to monitor call patterns to minimise risk.

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Jamie Moore
Co-director

