



**OUR  
CUSTOMERS  
TELL IT  
LIKE IT IS**

( SPOILER ALERT  
WE'RE AWESOME )

## Customer testimonial: **Benbow Brothers**

Benbow Brothers, tree care specialists based in the Midlands, have been an Enreach customer for over 20 years! Having been their only supplier in the modern technical age, we're proud to supply them with the tools and technology they need to work their magic.

The customer has both their telephony and IT solutions with us, ensuring they have a totally unified communications set up that works for their staff wherever they're working from. Benbow Brothers are a true representation of the benefits of unified communications. Having their mobiles, broadband, IT and phone system with Enreach has ensured that everything is covered by a provider who knows how their business works and has a vested interest in them being able to work wonders.

Despite being with us for over 20 years, the customer needed us more than ever during the pandemic. Unable to access their office, our team created a VPN that allowed them to access vital data stored on the computers located in the office. Another instance saw them accidentally damage one of their laptop screens, but our engineers attended site, repaired the laptop and much to the delight of the customer, there was no charge. This quick fix was included in their IT support.

Furthermore, their cloud solution has made working from home a breeze. They were able to work exactly the same way at home as they would in the office, answering calls in a flash. So much so, they described working from home as no different to working in the office. Now that's what we call successful remote working!

Andrew Davies, Business Manager at Benbow Brothers spoke of his experience at Enreach,

**"Customer service has been the most important benefit of being a customer of Enreach. We have only recently been talking with neighbouring businesses who have been experiencing technical difficulties with their broadband connections and the problems they have had with being on hold in long telephone queues, speaking with countless different people and the problem not being understood or resolved."**

He continued,

**"If we do experience any issues, we get a response very quickly and deal with the same person who sees the fault through to resolution. We have had our account manager for many years who is very accessible and approachable should we have any questions and can get answers to anything we throw her way."**

**Can we help your team work wonders?**

Let's talk and find out...

call: **0800 097 6543**

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