

# Customer Case Study

*“Midshire Telecom were able to sort out my telecommunications quickly, with no fuss and at an exceptional price. Saleem, our account manager, is always available when we need to speak to him. I would **highly recommend** Midshire Telecom and would definitely use them again.”*

## SUMMARY

Customer  
e4k

### Locations

Birmingham (UK), USA, India.

### Users

20+

### Solution Summary

Samsung, SIP, Gigabit

## Customer Profile & Requirements

e4k are a Digital Marketing Agency located in Birmingham. Established in 2000, e4k are industry experts for SEO, Social Media Marketing and Email Marketing. e4k work with a range of clients across the UK and also have offices in the USA and India.

e4k had an existing Samsung DCS Telephone System that was no longer fit for purpose and used old analogue lines, but they wanted to keep their existing Samsung Digi Handsets.

There was also poor broadband in the area and this led to inferior network speeds and frequent outages.

e4k's aim was to reduce points of failure, upgrade their communications infrastructure and have a secure and reliable super-fast broadband connection.



## Solution

Midshire Telecom consulted with e4k and designed a complete telecommunications set up that met all of their objectives.

Midshire Telecom installed a Samsung 7030 telephone system which meant a significant upgrade with capacity to accommodate future growth, whilst also enabling e4k to utilise their existing handsets that they were already comfortable with.

e4k now benefit from a backup broadband connection so that in the rare event something does go wrong, their broadband will automatically failover and e4k can stay connected and working while the problem is fixed.