

# Complete communications for new business



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Managing Director  
Belvoir Lettings Brentwood

## Starting up

As a new business the Brentwood franchise of Belvoir Lettings needed network services.

“When you are starting out in business there is a lot to think about and even more to do,” explains Jon McNeice, Managing Director of Belvoir Lettings Brentwood. “We are not communications experts, so we needed help. BT was the obvious company to turn to.”

BT put together a bespoke package comprising an office communication system, BT Business Total Broadband, and an overall contract featuring attractive calling rates – designed to cater for not only the company’s immediate needs but also its future requirements as it expands.

## Smooth running

Jon McNeice recalls: “Once the order was placed everything happened like clockwork. We were kept fully informed, all the BT people worked well together, and our systems were ready on time for the business to open.”

## About Belvoir Lettings Brentwood

Founded in early 2008 Belvoir Lettings Brentwood is a franchise of Belvoir Property Management (UK) Limited – one of the UK’s leading letting agent and property management companies. The company focuses sharply on property management and letting for the residential market in and around the Brentwood area of Essex.

The BT Business Total Broadband package includes BT IT Support Manager, a 24-hour remote support and advice service. “The IT support service is fantastic,” says Jon McNeice. “The phone is answered after a couple of rings, and the BT people really know what they are doing. For a small business it is very comforting to know that we have professional IT help available to us all the time.”

The communications infrastructure is also fully supported by a BT maintenance contract, which gives the company peace of mind and leaves its staff free to focus on core business. Jon McNeice sums up: “With BT we get great value for money. I have absolutely no complaints and if we were starting afresh I would make exactly the same decision and use BT again.”

## About the BT solution

Belvoir Brentwood has BT ISDN digital lines serving a BT Versatility office communication system. Internet access is provided under a BT Business Total Broadband Option 3 contract – BT's most comprehensive business broadband package. This features an unlimited usage allowance with up to 8Mbps download speed, a wireless router, and inclusive BT Openzone minutes, as well as comprehensive security and support arrangements.

IT Support Manager is the BT remote IT support service for laptops, PCs and servers. As well as providing advice over the phone, BT technicians are able to take control of PCs to resolve more complex problems. Advice is also available on Microsoft Office applications and Apple Macs. The service is available around the clock seven days a week (including bank and public holidays).



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