

14/06/2022



Dear Graham,

Thank you for all that you and the GRH team have done for Hertz.

Like any business changing any major communication stream can have a large impact. Over the last 10 years one of my biggest issues and concerns has been our phone system and as we have grown those issues have with similar proportions.

What really impressed me was your ability to provide an advanced Phone System which is easy to use, has endless growth possibilities but yet the price is reasonable. Hertz are a small yet fast growing business and having the ability to grow into products which enhance our image and customer experience without a huge financial commitment is a real asset. GRH have absolutely nailed this for us.

One of the first stages of you implementing our phone system was to deal with our old provider, firstly you were happy to do this although at times it must have been awkward yet you did not make it our problem. You also discovered that we were vulnerable in the way the landline numbers had been set up and we did not have solid ownership of them. You rectified this at no extra cost and further put our minds at ease.

During the set up GRH were relentlessly patient with us in understanding how we wanted our System to flow and happy to keep making changes.

When it came to our Live day Russell was fantastic, he spent the day with us making sure we were happy with how the system behaved, tweaking call ring times and how the incoming calls were received. He had prepared items the day before including adding all of our contacts into the directory.

Whilst not easy to quantify I'm certain that your phone system has added value, profitability and efficiency to our business.

Kind Regards

Andy Wood

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