



# Service Story

## Meeting an office move deadline

*Solution Finding*

### About PSU

With over 30 years' experience in the industry, we pride ourselves on our dedication to customer service. We hold ISO 9001:2015 accreditation for our quality management systems, and continually monitor and improve our processes to give our customers the very best level of support and service.

**PSU**<sup>®</sup>

call **0800 652 4888**

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visit **www.psu.co.uk**

# Christmas rush: Meeting a tight office move deadline

When a customer found themselves running out of time and budget to complete an office move for their legal firm, they turned to us for a solution for moving their phone lines and associated DDIs.

## The PSU Difference

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### Short-notice requirement

Unforeseen circumstances led to one of our customers rushing to find a solution to move their phone lines over to a new office just before Christmas. Their budget was very tight, and with moving day fast approaching, they found themselves in a tricky situation, with services needing to be transferred to the new office imminently.

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### The benefit of experience

Their PSU account manager went to visit them on 7th November and was able to present three options which would suit their requirements, timescale and budget. As the move was scheduled for December, we used our expertise to offer advice on the most viable option to fit around both the limited timescale and upcoming industry shutdowns.

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### Ready for Christmas

Thanks to good advice and quick action, the phone numbers in the customer's new office were up and working on their 18th December move-in day, so they could hit the ground running and settle in before the Christmas break.

“PSU came to see me regarding our office move. They had to work on a very limited budget and a very tight deadline. They have given me excellent advice regarding our telephone and fax services. We have moved and our telephone lines were working on the day we moved. Brilliant service received in difficult circumstances.”

Business Owner



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