



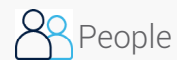
Modernising Healthcare Telephone Services

Paydens Group is an independent family-owned company established in 1969. They approach the challenges of developing the pharmacy role within the local community with enthusiasm, and firmly believe in serving community healthcare needs with commitment and a professional attitude.

Their pharmacies vary in size from a small village pharmacies, to large high street shops, with additional departments such as photograph processing, a perfumery and alternative therapies.



Sector
Healthcare



People

1,000+

Solution

**Cloud PBX, Fibre and
Leased Lines**

The Business Challenge

Paydens welcome the new age of pharmacy that is evolving and required a modern communication infrastructure to support this. Legacy telephony, however, created unnecessary barriers to effective communication.

With a rapid pace of change in IT, offering diverse, innovative services on ageing technology was no longer an option for Paydens. This led to the requirement of external support to help modernise their infrastructure.



“ Chess understand that our customers rely on us for essential pharmaceutical services and that we, in turn, rely on our communication network to deliver this. They are an integral part of our operation, and we have total trust in their technical and professional expertise. ”

Alexander Pay, Managing Director at Paydens

The Solution

With an existing relationship with Chess since 2015, ongoing support and modernisation has taken place over several years to ensure Paydens are at the forefront of technology provisions in their sector.

Chess have been able to provide a range of communication solutions to include: Cloud PBX, Migration of telephone lines group wide, Fibre and Leased Lines, and bespoke cost centre codes for accurate site billing.

The Outcome

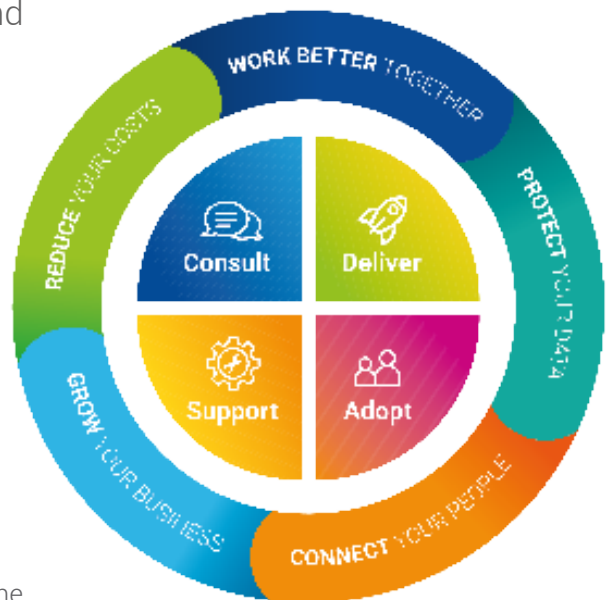
Chess have seamlessly migrated over 600 telephone lines across the group, as well as rolling out Cloud PBX in Head Office. Overall, Chess have helped support on improving Paydens communication network, allowing them to drive successful outcomes for customers and their staff.



Chess is one of the UK's leading independent and trusted technology service providers, employing 260 skilled people across the UK, supporting over 25,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



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