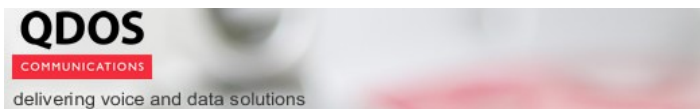


Redcastle - SuperOffice CASE STUDY:
Q\DOS Communications



Redcastle CRM help Q\DOS allocate resources more efficiently and improve customer service

Q\DOS Communications is one of the leading providers of voice and data solutions in the South East, with particular success in the hotel market nationwide.

Originally focussed on phone systems, Q\DOS now provide voice and data solutions to SME's in the region.

Q\DOS Communications provide:

- Telephone systems
- IP solutions
- Call management software
- Telephone line installation
- Network cabling
- Maintenance & support
- Least cost routing
- Mobile phones
- BlackBerry & PDA devices
- Business broadband
- Data solutions

The Challenge

Paul Deeks, Technical Services Manager at Q\DOS Communications knew that migrating from a variety of non-integrated software applications into one, simple-to-use and easy-to-implement solution was a tall order. But Redcastle CRM showed that SuperOffice CRM along with our own fully integrated Business Management System could achieve just what Q\DOS needed.

The Solution

At the end of 2006 Q\DOS invested in SuperOffice CRM as well as applications from Redcastle's Sales Force Automation, Order Processing and Service Management software suites.

Q\DOS have also implemented Sales Pipeline, Scheduler for Installations and the link to Sage Line 50.

The benefits to Q\DOS Communications

- *Margin control on new business*
- *Installation resource management*
- *Improved customer service levels*

The Result

Paul Deeks, Technical Services Manager:

"We needed to replace a non-integrated system based on Goldmine, QuoteWorks and TSM. We wanted something easier to use in a single user interface to bring all our business data together.

Using SuperOffice and Redcastle's Business Management System we now have much better access to all our customer information. With the new Scheduler we are managing the allocation of our installation resources more efficiently and also improving customer service."

Simon Catterick, Managing Director:

"We knew we needed more than CRM. What we really needed was a properly integrated business solution. I can say, I'm very happy with Redcastle's SuperOffice based solution and service."

www.qdos.co.uk

