

Hampton Park Vets



The Customer

Hampton Park Vets are dedicated to providing the highest level of veterinary medicine along with a friendly and compassionate service. They have 3 sites in total and provide veterinary services in and around Salisbury. Hampton Park Vets pride themselves on providing great communication with their customers and team members.



The Challenge

- Hampton Park Vets required a system that would work well in a multi-site environment with the ability to easily distribute and transfer calls between branches.
- They required a system that included call recording for staff training and compliance.
- Hampton Park Vets had different systems in each of the 3 branches, making it difficult and costly to maintain.
- It was difficult to scale the business with multiple systems as they often had to wait weeks to add additional users and extensions.
- The handsets they were using looked old-fashioned and were difficult to use.



The Solution

- iPECS UCP100
- 14 x LIP-9030 Handsets
- 3 x LIP-9071 Video Phones
- Third party call recording



The Benefits

- Implementing a central iPECS phone system that services all three branches has meant that staff can stay in contact between practices with the press of a button. This has improved the efficiency of the business and reduced the cost of dialling between practices.
- The addition of having the ability to video call between practices has meant that Hampton Park Vets can now hold regular face-to-face meetings without having logistical issues. This has allowed the frequency of meetings to increase from monthly to weekly, significantly improving the communication and knowledge sharing.
- Introducing call recording into the business has improved staff training and allowed the practices to take consent of emergency veterinary procedures over the phone. This has meant that Hampton Park Vets can retain records of customer consent and easily locate the recordings if required.

“ Implementing video calling has allowed us to significantly increase the frequency of our staff meetings. The call recording feature has allowed us to improve staff training and give our clients a better service over the phone. ”

Laura Percy, Practice Manager at Hampton Park Vets