

# Case Study: Ralph & Russo

The haute couture house enjoys the fantastic benefits of a multisite telephony service for its 2 London offices and homeworker

## About Ralph & Russo

Prestigious fashion house, Ralph & Russo first signed up for VTSL's hosted telephony service in 2013.

As a fast-moving and quickly growing company, Ralph & Russo needed a system that was flexible, easy to use and offered a professional image for the highly-acclaimed luxury brand.

VTSL was able to provide Ralph & Russo with everything they needed, including Mitel 5330s, switching and high-speed fibre internet connectivity. At the time the Ralph & Russo team was only 13 people—but not for long.

Two years later the company has 31 employees across two sites, and a homeworker in France. Luckily due to the capabilities of VTSL's hosted system, all offices have been connected seamlessly on one network—even the homeworker in France.

*"Ralph & Russo are the perfect example of a company benefiting from our ability to connect multiple sites onto one network."*

*- Malik Ahmed, VTSL Engineer*

## Seamless office move thanks to VTSL

With such a fast growing team, Ralph & Russo needed to move their London HQ in the summer of 2015 from their Sloane Street location to their new premises on Park Street. They couldn't afford for their phones to go offline during working hours, and they needed a new fibre internet connection, and new telephony, installed in their Park Street office quickly.

VTSL managed the whole process from start to finish, ensuring Ralph & Russo had a temporary internet solution in place while the fibre was being installed. The VTSL team also transferred Ralph & Russo's phone system over with no downtime. All features and functionality remained just as they had been.

## Multiple sites operating as one network & saving on international rates

Both the old and new HQ were part of a singular network connecting the fashion house's other London office and homeworker in France. Employees are able to make 'internal', on-network calls to their colleagues irrespective of which site they are in, and everyone is able to hot-desk simply by logging into the phone at the desk they are using that day.

Being able to connect workers abroad to the Ralph & Russo network has saved the company a substantial amount; no international rates are needed and the homeworker costs the same amount as any other employee.

Moreover with fibre internet connectivity and telephony supplied by one provider, Ralph & Russo not only enjoy an elegantly connected phone system, but also one-provider billing and engineers that are familiar with their entire communications network.