

Customer Written Testimonials

Don't take our word for it!.... Here are just a few customers who having dealt with Express Telephony Services and are happy to provide some feedback on us. Applied IT Solutions Limited “As a first class IT services provider we pride ourselves on our high standards. When customers take our monthly support service they do so knowing that they are buying a working IT system so when we work with a partner we expect the same commitment from them. When we asked Express to work with us recently providing your hosted telephony service to one of our customers, we did so with confidence that you would uphold the same high standards that they have come to expect from us. I’m very glad to say that we were not disappointed and I am pleased to be able to pass on to you their favourable comments. They felt that you took their budgetary needs into account, helped them choose the right technical solution without over complicating it and installed a phone system that does exactly what they need in the short timescale that they had available. I feel that having recommended Express reflects well on Applied IT and I shall be happy to do so again in the future” May 29, 2010 Stewart Peart, Applied IT Solutions Limited - www.appliedit.co.ukLloyd Warwick Limited

"I have been doing business with Martin Adams of Express Telephony for more than 10 years now and whenever I have the need for help with telecommunications, Martin is always the one I turn to first. He is always at the forefront of the latest technology yet he does not try and sell you the latest or most expensive systems if he doesn’t think your business needs them. His sound advice and years of working in the industry means that you get exactly what you want from your telephone system, not what the suppliers pressure you to buy at vast expense, only to find that you don’t need half of it and you broke the bank to get it.

On the rare occasion when there are problems, Martin can be relied upon to stay with it until it is resolved and I have known him work late into the night or over the weekend in order to resolve an issue for a client in the fastest possible time. Quite honestly, Martin’s can-do approach to business is something that you don’t often find today – a pleasure to do business with!" June 10, 2010 Dudley Chapman, Lloyd Warwick Ltd - www.lloydwarwick.com

Arena Personnel Limited

“Martin's service has proven to be a very valuable service since we opened a new office in May 2009. Martin's advice on the equipment that we needed was excellent plus the advice on the equipment that we didn't need and could go without was just as invaluable. With low cost call charges our monthly bills are much lower, plus we have the added advantage of adding to the system at anytime as the business grows, without involving engineers. When using Express you will receive a honest and experienced service which is certainly value for money. I would have no hesistation in recommending Martin and Express Telephony Ltd to you all.”

September 21, 2009

Vanessa Kaye, Arena Personnel - www.arenapersonnel.com

Price Anderson

"Martin oversaw the telecommunications requirements for our recent office move to a brand new office. They were involved from the design stage, right through to implementation.

The service we received was impeccable from the very start and they were a major factor in our move being seamless and hassle free. After our move they have continued to offer excellent support and training. We would not hesitate to recommend Martin to any other company."

Jim Carter, Price Anderson Financial Services Limited - www.priceanderson.co.uk

Ultimate VA Partnership

“As a very busy virtual assistant working closely with other home-based VA’s, I needed a telephone system to link us together as if we were all based in the same office. The solution was delivered by Martin Adams the MD of

Express Telephony. They provided us with a cost effective, comprehensive, high tech solution enabling us to support our clients seamlessly. The system is totally robust and the technical support Martin offers is second to none. I would have no hesitation in recommending Express Telephony to anyone requiring an easy to use, low cost, high functionality phone system.”

May 11, 2010 Sue Boys, Proprietor - www.ultimateva.co.uk

Make Stuff Happen

“I have used Martin Adams on numerous occasions for about the last 10 years, this in itself should emphasise the quality of the customer service I have received from Martin Adams

Communications is key to any business and recently we asked Martin to set up and install a hosted phone solution for us; replacing our aging analogue system and answering service. The whole experience was from Demo to install a shining example of what customer service SHOULD be.

Martin’s efforts were well beyond what was expected and as a result I will not hesitate to recommend Martin’s services to any customer of mine”

Michael Parkinson, Make Stuff Happen - www.makestuffhappen.com

Displaysense

"It was a pleasure to deal with Martin Adams.

We were moving to new premises and realised that our current telephone system would not be suitable. I contacted Martin via a recommendation from another company and explained our requirements. I found Martin to be extremely knowledgeable, competent and above all honest.

Martin recommended a new type of hosted telephony system which was not only more cost effective but also exceeded our expectations. Martin immediately took all of the installation problems and logistics away from us, he dealt with our suppliers and staff in a professional manner and delivered an excellent product within a tight deadline.

Well done." Ian Robson, Director, Displaysense Limited - www.displaysense.co.uk

Benjamin West"Dear Martin,
I've written this recommendation of your work to share with others.

Details of the Recommendation: "Martin is reliable, honest and knows what he is doing. A rare combination in service providers - he is someone I recommend with 100% confidence that he will deliver what he says he will."

Charles Marks, Benjamin West - www.benjaminwest.com

Phew Design Limited

"Dear Martin,

I wanted to formally thank you for the level of customer service and support you have offered in the migration of our phone lines and broadband services over the last few months.

The frustration of being held to ransom as we were by our previous supplier was a massive impact to say the least. When you stepped in I knew immediately we were in the right hands and you didn't disappoint at any level. The Knowledge, ongoing support and helpfulness you and your team offered was exceptional and sets the standard for your industry.

We now have much more stable, cost effective and better managed environment. As the Internet is so important to our business, particularly with our unique use, a point you've recognised and supported us on.

I cannot recommend Express Telephony highly enough and will certainly be referring you as much as possible in the future.

Thank you for your excellent service".

Matthew Burgess, Phew Design Limited - www.phewdesign.com

Hawthorn Software Solutions

"Dear Martin,

I just wanted to express my thanks for all your help with the recent debacle we have gone through with our previous broadband supplier.

Without your help we would have been tied into a contract which supplied us with an inappropriate service and a very expensive price tag!

We now have a great service, appropriate to the line offered from the BT exchange, and all at a very modest price tag. Fantastic!

Your advice and calm approach to the changeover to your Express Business Broadband Service helped me immensely, and ensured that Hawthorn Software did not go "off line" at any time during the changeover.

It will give me great pleasure to be able to refer the services of Express Telephony to other business contacts as well as family and friends.

I remain in your debt."

Marion Sambridge, Hawthorn Software Solutions - www.hawthornsoftware.co.uk

MAC Security Limited

"Dear Martin,

I just wanted to say a big thank you for the great service, both you personally, and your company have provided to us over the last six months or more.

The new installation works carried out for our clients has been done efficiently and promptly and you have been quick to respond in helping us with emergency problems our clients have encountered.

Our numerous clients have been very quick to praise your competence and ability to do the job with the minimum of interruption to themselves and that the site has been left clean and tidy at the end. Whilst this is the norm for both you and I, it seems it has been something other contractors have failed to do in the past.

I would also like to thank you for your assistance with installing your Express telephony and broadband Services at our new offices in Bancroft, Hitchin, Hertfordshire. Not only do we have the latest equipment, but you are able to provide our monthly call charges at a very comparable rate.

I hope that we are able to continue doing business together in the foreseeable future, and with the high standard of workmanship you have achieved so far, we will have no hesitation in recommending you to other companies or individuals who require telecommunications in the future".

John McNelliey, MAC Security Limited - www.mac.gb.com

Norton Insurance Services

"Dear Martin,

I would like to thank you for all the help and reassurance you have given to me during the installation of my new Express Telephony Phone system.

As you know, I hold a deep seated (some would say pathological) mistrust of modern technologies and would happily revert back to the days of the Pony Express and smoke signals!

Recognising this you took great pains to guide me through the process and to answer any questions I had in plain English.

I strive to deliver excellence to my clients in all that I do and am confident that the system you have provided will help me achieve this.

It will also of course satisfy the ongoing demands of te FSA.

Thanks again, I will not hesitate to recommend your services to others"

John Gardner, Norton Insurance Services - www.nortoncommercial.co.uk