



## CASE STUDY

# Forest Heath Fasteners Ltd

Based in Mildenhall and founded in 1990, Forest Heath is dedicated to supporting local tradesmen with a strong focus on customer service..

## Overview

For over three decades Forest Heath Fasteners have been supplying high-quality fasteners, fixings, hand tools and power tools to industry and trade users.

## Situation

With the impending PSTN switch off, Forest Heath knew they needed to look into their options and make the move away from relying on their ISDN solutions and outdated PBX.

However, the need for this move came even quicker as Mildenhall was moved to a “Stop Sell” phase in May 2021. This meant that no additional ISDN services could be purchased.

Keen to get ahead of the incoming changes the team at Forest Heath decided now was the right time to look into the alternatives available and reached out to their Wavenet Account Manager for some guidance.



On the advice of Wavenet, Wildix was chosen as the perfect solution for the team. Wildix is a browser-based Unified Communications (UC) solution that allows users to call, video call and message with ease, the addition of physical handsets was also taken by Forest Heath.

## Solution

Forest Heaths dedicated Account Manager took some time to discuss options with them, weighing up the pros and cons of all that were available to them.

First, and foremost the team required a reliable solution that would ensure they remain connected to their customers, the solution should also be one that could be easily managed and maintained and that also offered scalability should the team grow over the coming years.

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The new system was provided over a new SoGEA broadband connection, providing a high-speed and robust connection to future-proof the business.

## The Results

Through our work together, Forest Heath Fasteners Limited has been able to take advantage of the following results:

- **Scalability:** The combination of Wildix and SoGEA provides the team with a flexible and scalable solution that can grow with the business.
- **Usability:** Wildix provides a simple, user-friendly solution that the whole team will find easy to use.
- **Cost Saving:** Wildix provides a fully scalable solution without the need for expensive onsite equipment or costly engineer visits.
- **Future-Proof:** With SoGEA Forest Heath can be confident of a high-speed, reliable and robust internet connection capable of handling all their voice communications.

You can find out more about Forest Heath Fasteners Limited [here](#).

[www.forestheathfasteners.co.uk](http://www.forestheathfasteners.co.uk)



Wavenet has been very professional and informative throughout the process. The engineer that installed the Wildix system was extremely knowledgeable and helpful, to the extent that he contacted us the next day to ensure that everything was running smoothly. We are very pleased with the new system and Wavenets help.”

Managing Director

Forest Heath Fasteners Limited



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