

Brookson Introduce New Opal Telecom Telephone System



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Brookson has installed a new Opal Telecom telephone system, including Mitel hardware and software, across its whole business.

Brookson, a leading accountancy and [umbrella company](#) services provider, has introduced this new system to improve their customer services offering.

The new Mitel 5000 CP system allows Brookson to route calls more efficiently to the relevant experts and ensure callers receive a hassle free experience when contacting different areas within the business. The software also provides more reporting capabilities including monitoring calls and call volumes.

The move will also ensure [self employed](#) specialist accountants Brookson maximise their call efficiencies as the new software will allow simultaneous running of both PCs and the telephone system on one network.

Head of Customer Services, Peter Metcalf commented: "The introduction of this new technology is a massive step forward in terms of our service offering, allowing the business to manage increased call volumes more efficiently, ultimately leading to an even more professional service."

Brookson's service is ideally suited for individuals looking to set up in business, either as a [sole trader](#) or limited company, who often require more support from their accountant than just the completion of year-end accounts and tax returns. Brookson's revolutionary approach to accountancy reduces the administrative burden of day to day bookkeeping and the time consuming administration for our customers. Brookson do the accounting so their customers do not have to. Key to its successful 'day to day' service is a dedicated Customer Service Team that speak to customers on a regular basis providing specialist accountancy advice. As a result, Brookson has considerable call volumes to manage on a daily basis.

This latest addition is another in a long line of technological enhancements to the Brookson service and further cements their commitment to innovation and revolutionising accountancy. Brookson currently has over 9000 customers working through a [Limited Company](#), as a sole trader or as an umbrella company employee.

Opal Telecom only recently completed the installation of this new system and Brookson has already experienced the benefits with improved accuracy of data provided through the new software. The Customer Services Team is now able to schedule resources and manage call levels with increased efficiencies. Brookson believe this investment will improve the service experienced by all its customers.

About

Brookson

Brookson is a leading tax accountant, [IR35](#) specialist and support services provider to small business including business start ups. Brookson supports self employed people in their chosen way of working through its limited company, sole trader and umbrella company services. As a 150 strong accountancy service, managing the affairs of over 9000 customers, Brookson is committed to offering the very best service, support and advice.

Brookson's Online Navigator Money Manager portal underpins Brookson's claim to offer one of the most innovative contractor accountant services available on the UK market. Allowing clients to access their business financial information 24/7, the system has been designed to help customers run their businesses more effectively by providing up to date financial information at their finger tips

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