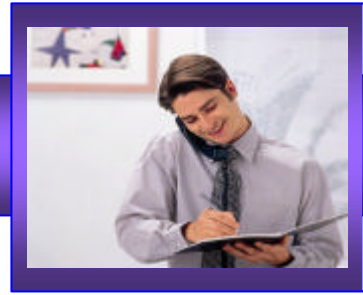


Five star success at Pentagon



“The new system enables us to seamlessly patch through calls from one office to another so that outsiders assume they are talking to someone at the next desk, when in reality they are four or five miles away.”

Richard Hall, Operations Director, Pentagon Personnel

By whatever yardstick you measure it, Pentagon Personnel is a highly successful business. Formed just four years ago, the Hampshire-based company, which specialises in technical and engineering recruitment, has already opened a second office, doubled its number of employees, seen more than 10,000 jobseekers and increased its turnover on average by £1million each year.

“Back in 2000, when the company started up, we just had one telephone between five of us,” said Richard Hall, Operations Director. “Now, it’s a very different story. We have two offices in the Portsmouth area and both are equipped with state-of-the-art systems.”

It was the opening of the second office that prompted Pentagon to invest in a new telephone system. “Good communication, both external and internal, is a very important feature for us,” commented Richard. “The new system enables us to seamlessly patch through calls from one office to another so that outsiders assume they are talking to someone at the next desk, when in reality they are four or five miles away.”

The hardware comprises two Panasonic KX-TDA30 hybrid telephone systems configured with eight channels using six ISDN lines. Pentagon has an ISDN S bus as a back-up for data which is a fail-safe just in case the link between the two sites goes down.

The systems were supplied, installed and will be maintained by local Panasonic dealer, Telecall. Pentagon has a good relationship with Telecall and turned to them when they wanted to upgrade. One of the features that

Pentagon particularly likes about the new system is Telecall’s ability to programme it remotely. “We just put in a note to Telecall and the modification is done,” said Richard.

The Panasonic KX-TDA30 is a flexible modular system which is easily expandable so it should stand Pentagon Personnel in good stead as it launches on the next phase of its expansion.

For further information visit

www.panasonic.co.uk/telecom

