About Mensah and Co

Founded by Isaac Osei, Mensah and Co is a leading accounting firm based in Central London specialising in Payroll, Cashflow, Accountancy, Corporation Tax, Book Keeping and VAT.

The Business Challenge

The Mensah team are office based but occasionally the operates out of customers premises and at home so keeping in touch with clients whilst not missing a calls and knowing who called enables the staff to be proactive is key to the success of the business.

The Solution

A hosted voice over IP solution powered by Gamma on the Horizon platforms ticks all the boxes; it allows employees to work from anywhere, enabling staff to communicate with customers easily and efficiently.

The Benefits for Mensah and Co

- Integral conference features
- Call transfer to any internal or external number
- Call recording for audit trails
- One number with sequential ringing

What Mensah and Co's MD had to say?

"Troublefree-it really understood my challenges and delivered a solution that meets all my requirements, they kept me informed every step of the way and delivered on all their promises. Using the horizon system is a breath of fresh air as it is a fully hosted service there is no expensive maintenance and ongoing running costs also we have been able to dramatically reduce our telephony spend."

Introducing troublefree-it

Troublefree-it live and breathe business technology, in fact we speak technology so you don't have to. That's our job. Our company was founded in 2002 by Norman Norton who saw a gap in the market to provide technology based communication solutions to Small and Medium sized businesses. Based in London, we operate independently so that we are not tied to one network or provider allowing our team of industry experts to search high and low for impartial solutions tailored for your business.

As a leading provider of cloud and on-premise solutions across office and mobile communications we're confident we can help your organisation get more out of technology for less.

What is Horizon?

Horizon is a complete hosted telephone system for your business that provides an extensive range of fixed and mobile telephony capabilities via an easy to use web portal. Put simply Horizon allows your administrators to easily manage your office communications whilst enabling employees to become more productive. With only a minimal capital outlay required and competitive fixed monthly costs for calls to fixed line and mobiles, the Horizon platform is a jargon free approach to telephony and is suitable for any sized business looking to improve productivity and image.

End User-Access

Access is also provided to the end-user via a similar web based interface, empowering the user to control their own call settings together with a wide variety of call options including voicemail, voicemail to email, Do Not Disturb button, Group Pick up button, pin protected voicemails with master override, access to internal directories, phone manager (enable own call routing), Direct dial, Call Forwarding, Message Waiting Indicator, Last Number Redial, Extension Dialling, Call Transfer, Call Hold, remote working and twinning (simultaneously calling several of the users devices for incoming calls). Again, this can be controlled through any web based device, or through a centralised voice portal that provides personal call setting controls whilst on the move.

Administrative Portal

Access to administrative tasks such as moves, adds or changes that are required at any site in the hosted IP telephony estate, can be controlled in real time either centrally or locally via a web based interface, therefore

from any web based device e.g. smart phone or iPad. This offers improved efficiency, leading to increased productivity through lack of downtime and speed of change, and saving on expensive and numerous IT resources required for site visits and manual infrastructure intervention.

As an administrator, the following are just some of the functions available to aid in the day to day management of their telephony platform.

Administrator Functions:
Moves, Adds and Changes
Site Management
Schedules
Call Barring
Number Management
Call Policies
Music on Hold
Auto Attendant
Hunt Groups
Conference management
Device management
Directory Management

Free Polycom VVX410 handsets with every Horizon License (terms and conditions apply).