

# Devereux

## Sector: Transport

Since it was established in 1937, Devereux, a long-established logistics firm, has gone from strength to strength. In its third generation, the family-run business now employs more than 165 staff and is recognised as one of the UK's leading transport and distribution firms.

### Services

- On-call service
- LG LDK PBX
- Multiple handsets

### The challenge

After being targeted by thieves, Devereux needed a timely solution to get its business back on track after its telecommunications were severely interrupted.

Thieves had cut through 2,400 individual cables and stole more than 70m of copper wiring, which severely interrupted its entire communications system, meaning staff were unable to answer customer calls, access databases or maintain contact with their drivers.

Odyssey Systems, which has worked with Devereux since 1999, swiftly took action.

### The solutions

Within two hours of contacting Odyssey, engineers had installed a 4G system to provide a quick and temporary solution to minimise downtime, as part of Odyssey's comprehensive on-call service.

Devereux previously employed a national telecommunications provider, which turned out to be a costly solution and one that didn't deliver their requirements.

Since Odyssey 'took the call' from Devereux, it installed a local LG LDK PBX, which provided considerable cost of ownership savings. The system is still maintained today, with parts in stock despite the manufacturer being discontinued, and Odyssey has supplied and installed more than 30 telephone handsets for Devereux.

