



Traditional Goodness

To whom it may concern.

The site at Gaerwen had a BT Kinsman switch board which was approximately 15 years old and had out lived its useful life. The Purchasing Manager for Welsh Country Foods spoke to a number of group companies re phone systems and installations and obtained quotes from several companies. BT were asked twice to provide a quotation, but failed to respond on each occasion. From the Purchasing Managers investigations it became obvious that the groups experience of new phone systems was not always positive.

We were concerned at our lack of technical knowledge in trying to make an assessment as to which system to purchase, and in establishing what was a fair price. At this point in time, coincidentally, Jack Turnbull (Northern Sales and Marketing) approached Welsh Country Foods offering his services as an independent telephone specialist. Jack Turnbull was asked to put together a fully costed proposal for Welsh Country Foods which was compared to the other quotes provided. The proposal put forward had greater facilities than the other quotations provided and also cost considerably less. The references provided by companies who had used Jack Turnbull's services were all positive.

The system provided for Welsh Country Foods by Jack Turnbull was a Goldstar GDK 186 together with a call logging and monitoring package provided by Oak Telecom. Several days on site training came as part of the package together with a first year maintenance contract with Crane Telecommunications. The installation of the system was subcontracted out, however the overall management of the project was carried by Jack Turnbull.

The implementation went very smoothly and myself and the staff at Welsh Country Foods are more than happy with the new telephone system. I would recommend Jack Turnbull's services to other companies considering installing a new phone system.

Robert Burgess.
Finance Director.