



SOLUTIONS & SUCCESS The Inside Story

**OneSource Technology Gives Burnell's
Fine Jewelry And Design A Phone System
That Meets Their Business Needs**



A Solution From New Technology

General Manager and Jewelry Designer Nathan Regan of Burnell's Fine Jewelry and Design had a nonstop headache with their previous phone system.

"There were significant quality issues, unclear, crackled calls, and all kinds of excuses from AT&T," said Nathan.

Their new system from their technology provider, OneSource Technology, gave them a solution that solved their previous problems with new technology.

"It's taken care of all our previous problems and has been a pleasant experience," said Nathan. "We know we will be treated wonderfully and promptly by a knowledgeable staff. Also, we now save on our phone bill, and have all of our IT needs handled in one place."

Implementation and Usability

OneSource Technology visited onsite and transferred the system on a day that Burnell's Fine Jewelry And Design was closed, replacing nine phones seamlessly without affecting the staff.

The Burnell's Fine Jewelry And Design staff particularly liked that voicemail comes in as email too, including breakdowns with a transcript and voice recording. With OneSource's help, they were able to customize and tweak the phone system specifically for their business' needs.

For example, when someone calls the Burnell's Fine Jewelry And Design sales floor, the phones don't ring in the backroom where our gemologists and designers are unless they go unanswered after four rings. This type of tweaking can be done for any kind of business needs.

The System Meets The Needs Of The Business

OneSource Technology also lets Burnell's Fine Jewelry And Design know as new options are discovered and implemented, so they can keep training and learning on their end as well.

