

## The cost-efficient solution for Industrial Manufacturing

100% of surveyed Industrial Manufacturing organizations moved their telephony to IP Telecom for because it's cost savings.



---

Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 1AC-5B5-199



TechValidate  
by SurveyMonkey

## Healthcare organisations enjoy IP Telecom's Tech-based Solutions

100% of surveyed Healthcare organizations moved their telephony to IP Telecom for because it's technology based solution.



---

Source: TechValidate survey of 2 users of IP Telecom

✓ Validated

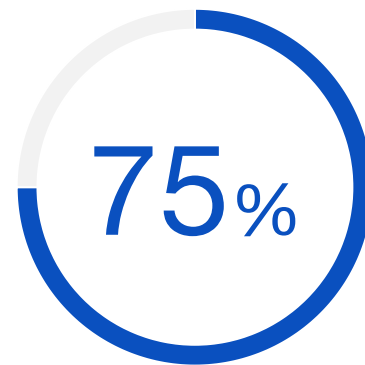
Published: Jan. 18, 2021 TVID: 1FC-F69-92D



TechValidate  
by SurveyMonkey

## The cost-efficient solution for Marketing Businesses

75% of surveyed Marketing & Advertising organizations moved their telephony to IP Telecom for because it's cost savings.



Source: TechValidate survey of 4 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 2F9-B7A-527



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions keep companies with a USA presence live during lockdown

100% of surveyed organizations located in the United States said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 3 users of IP Telecom



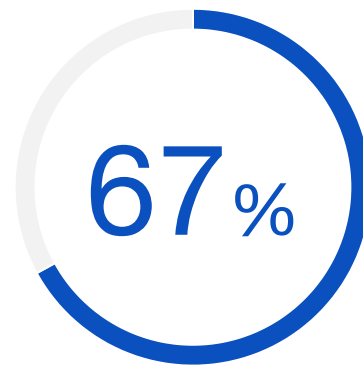
Published: Jan. 14, 2021 TVID: 3A9-38F-1B2



TechValidate  
by SurveyMonkey

## Tech Firms enjoy IP Telecom's Tech-based Solutions

67% of surveyed Computer Software organizations moved their telephony to IP Telecom for because it's technology based solution.



Source: TechValidate survey of 6 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 3B1-140-582



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions keep companies with a UK presence live during lockdown

100% of surveyed organizations located in the United Kingdom said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



Source: TechValidate survey of 5 users of IP Telecom



Published: Jan. 14, 2021 TVID: 4C9-1DC-DBA



TechValidate  
by SurveyMonkey

## Industrial Manufacturing Firms enjoy IP Telecom's Tech-based Solutions

100% of surveyed Industrial  
Manufacturing organizations moved  
their telephony to IP Telecom for  
because it's technology based  
solution.



---

Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 18, 2021 TVID: 5EB-7DD-9BA



TechValidate  
by SurveyMonkey

## The cost-efficient solution for Hospitality Organisations

100% of surveyed Hospitality organizations moved their telephony to IP Telecom for because it's cost savings.



---

Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 6DE-29B-549

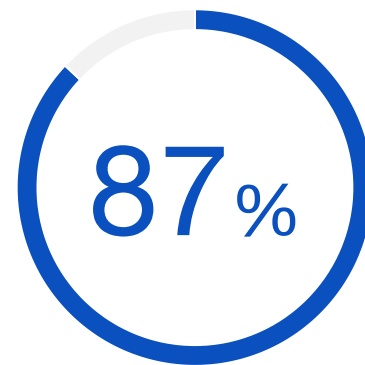


TechValidate  
by SurveyMonkey



## Keeping the lights on for SMEs during lockdowns

87% of surveyed Small Business organizations believe having IP Telecom's solution in place will help their business cope with possible future lockdowns.



Source: TechValidate survey of 60 users of IP Telecom

✓ Validated

Published: Jan. 14, 2021 TVID: 6EF-008-EC2



TechValidate  
by SurveyMonkey

## IP Telecom's Phone Solutions are meeting the business expectations for organisations with a UK Presence

100% of surveyed organizations located in the United Kingdom said IP Telecom's solution met their expectations.



Source: TechValidate survey of 5 users of IP Telecom



Published: Jan. 14, 2021 TVID: 08B-4A0-C12



TechValidate  
by SurveyMonkey

## IP TELECOM CUSTOMER SATISFACTION RATING

Helen Cleary, a Facilities Manager at DDLETB, would be very likely to recommend IP Telecom for this reason:

“Very efficient and competitively priced

---

Source: Helen Cleary, Facilities Manager, DDLETB



Published: Jan. 6, 2021 TVID: 8A1-437-F13

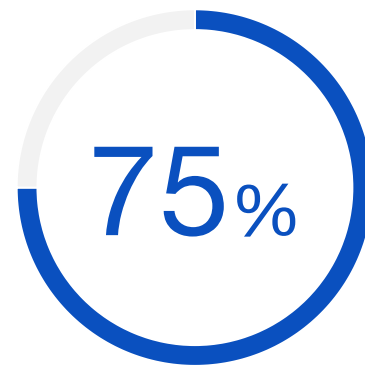


**TechValidate**  
by SurveyMonkey

Based on a response of 9 to the question “On a scale of 0-10, how likely would you be to recommend IP Telecom?”

## The super-easy communications solution for Not-for-profit organisations

75% of surveyed Non-profit organizations moved their telephony to IP Telecom for because it's an easy to use product.



---

Source: TechValidate survey of 4 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 8BD-77F-F6E



TechValidate  
by SurveyMonkey

## The cost-efficient solution for Engineering

100% of surveyed Engineering organizations moved their telephony to IP Telecom for because it's cost savings.



---

Source: TechValidate survey of 3 users of IP Telecom



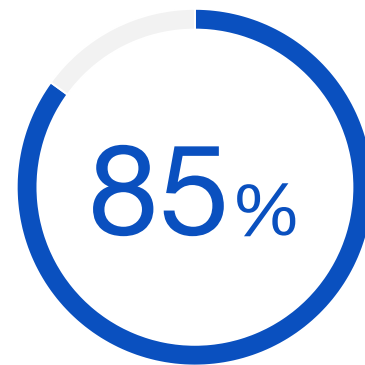
Published: Jan. 18, 2021 TVID: 8E8-F76-FE3



TechValidate  
by SurveyMonkey

## The solution made for remote working flexibility

85% of surveyed organizations believe having IP Telecom's solution in place will help their business cope with possible future lockdowns.



Source: TechValidate survey of 73 users of IP Telecom



Published: Jan. 14, 2021 TVID: 9B2-1BD-23C



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions keep companies with a German presence live during lockdown

100% of surveyed organizations located in Germany said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

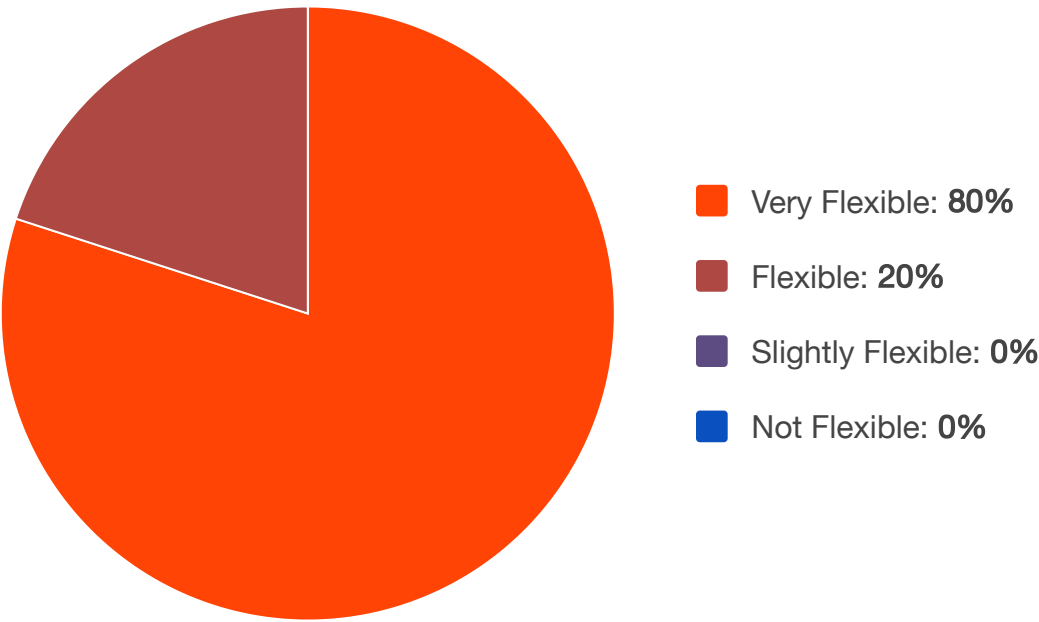
Published: Jan. 14, 2021 TVID: 22C-3F5-280



TechValidate  
by SurveyMonkey

# 100% of Eir customers who moved to IP Telecom found our solution more flexible than their old system

In terms of business flexibility have you found the IP Telecom Hosted Phone Solution with Teams Integration more flexible than your previous provider?



Source: TechValidate survey of 5 users of IP Telecom. Sample comprised of IT organizations who selected Eir.

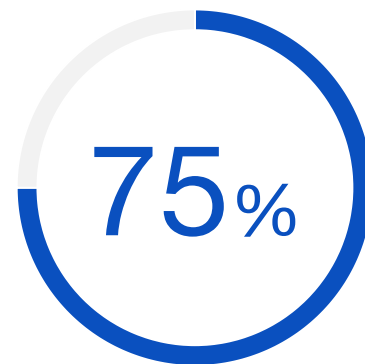


TechValidate  
by SurveyMonkey



## IP Telecom's remote working solutions help keep the show on the road for Irish Distribution companies during lockdown

75% of surveyed Wholesale Distribution organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



Source: TechValidate survey of 4 users of IP Telecom

✓ Validated

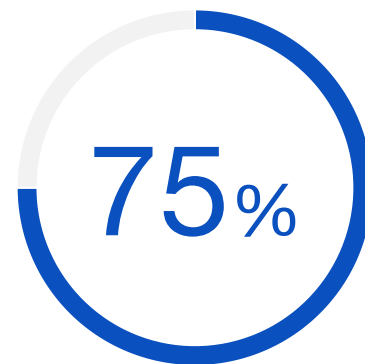
Published: Jan. 14, 2021 TVID: 58F-E6C-A1D



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions help keep the show on the road for Irish Distribution companies during lockdown

75% of surveyed Wholesale Distribution organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



Source: TechValidate survey of 4 users of IP Telecom

✓ Validated

Published: Jan. 14, 2021 TVID: 58F-E6C-A1D



TechValidate  
by SurveyMonkey

## The super-easy communications solution for the Electronics Industry

100% of surveyed Electronics organizations moved their telephony to IP Telecom for because it's an easy to use product.



---

Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 18, 2021 TVID: 202-497-400



TechValidate  
by SurveyMonkey

## The cost-efficient solution for the Legal Industry

100% of surveyed Legal organizations moved their telephony to IP Telecom for because it's cost savings.



---

Source: TechValidate survey of 3 users of IP Telecom



Published: Jan. 18, 2021 TVID: 287-6F3-87A



TechValidate  
by SurveyMonkey

## IP Telecom's Phone Solutions are helping Not-for-profit organisations

100% of surveyed Non-profit organizations said IP Telecom's solution met their expectations.



---

Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 14, 2021 TVID: 399-8DF-3D0



TechValidate  
by SurveyMonkey

## Agribusinesses benefit from IP Telecom's remote working solutions during lockdown

100% of surveyed Agriculture organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 2 users of IP Telecom



Published: Jan. 14, 2021 TVID: 405-424-25E



TechValidate  
by SurveyMonkey

## IP Telecom's Phone Solutions are meeting the business expectations for organisations with a German Presence

100% of surveyed organizations located in Germany said IP Telecom's solution met their expectations.



---

Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

Published: Jan. 14, 2021 TVID: 462-84D-E0E



TechValidate  
by SurveyMonkey

## IP Telecom's communication solutions power Energy & Utility companies mobile working

100% of surveyed Energy & Utilities organizations moved their telephony to IP Telecom for because it's enables remote/mobile working.



---

Source: TechValidate survey of 3 users of IP Telecom



Published: Jan. 18, 2021 TVID: 528-66F-B33



TechValidate  
by SurveyMonkey



## IP Telecom's communication solutions power Industrial Manufacturing's mobile and remote working capabilities

100% of surveyed Industrial Manufacturing organizations moved their telephony to IP Telecom for because it's enables remote/mobile working.



Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 532-95F-146



TechValidate  
by SurveyMonkey

## The super-easy communications solution for Real Estate

100% of surveyed Real Estate organizations moved their telephony to IP Telecom for because it's an easy to use product.



---

Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 18, 2021 TVID: 649-ADE-7F5



TechValidate  
by SurveyMonkey

## IP Telecom's Phone Solutions are exceeding the business expectations for organisations with an Austrian Presence

100% of surveyed organizations located in Austria said IP Telecom's solution exceeded their expectations.



Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 14, 2021 TVID: 679-62B-635



TechValidate  
by SurveyMonkey

## IP Telecom's Phone Solutions are exceeding the business expectations for organisations with an Austrian Presence

100% of surveyed organizations located in Austria said IP Telecom's solution exceeded their expectations.



Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

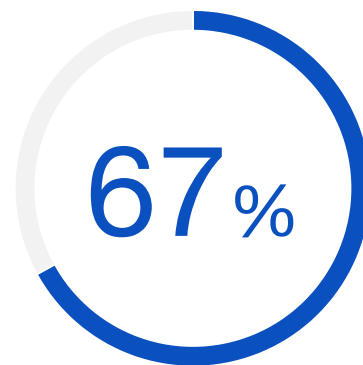
Published: Jan. 14, 2021 TVID: 679-62B-635



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions helped keep Irish Not-for-profit entities live during lockdown

67% of surveyed Non-profit organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



Source: TechValidate survey of 3 users of IP Telecom



Validated Published: Jan. 14, 2021 TVID: 705-0DD-CE3



TechValidate  
by SurveyMonkey

## Retail Firms really enjoy IP Telecom's Tech-based Solutions for their business

100% of surveyed Retail organizations moved their telephony to IP Telecom for because it's technology based solution.



---

Source: TechValidate survey of 4 users of IP Telecom



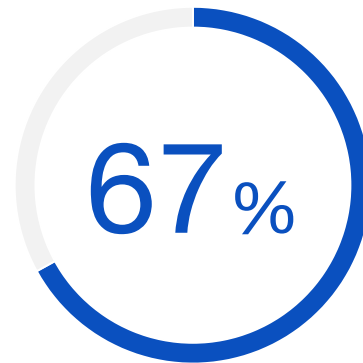
Published: Jan. 18, 2021 TVID: 729-671-C42



TechValidate  
by SurveyMonkey

## The super-easy communications solution for Energy and Utility Firms

67% of surveyed Energy & Utilities organizations moved their telephony to IP Telecom for because it's an easy to use product.



Source: TechValidate survey of 3 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: 769-6A4-E3F



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions helped keep the show on the road for Irish Automotive and Transport sectors during lockdown

100% of surveyed Automotive & Transport organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

Published: Jan. 14, 2021 TVID: 777-673-7CF



TechValidate  
by SurveyMonkey



## The cost-efficient solution for Healthcare organisations

100% of surveyed Healthcare organizations moved their telephony to IP Telecom for because it's cost savings.



---

Source: TechValidate survey of 2 users of IP Telecom



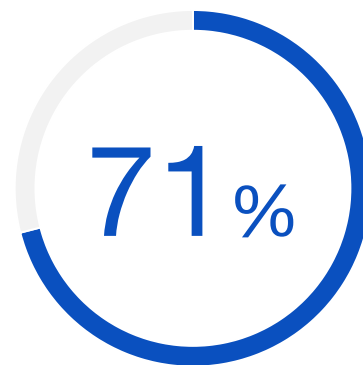
Published: Jan. 18, 2021 TVID: A6B-618-264



TechValidate  
by SurveyMonkey

## During Lockdown, IP Telecom's remote working solutions helped SME's survive and thrive

71% of surveyed Small Business organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



Source: TechValidate survey of 62 users of IP Telecom

✓ Validated

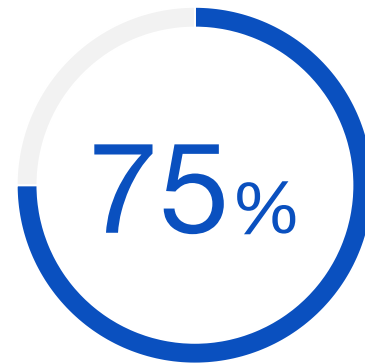
Published: Jan. 14, 2021 TVID: A6B-EDF-BFC



TechValidate  
by SurveyMonkey

## The cost-efficient solution for Advertising

75% of surveyed Marketing & Advertising organizations moved their telephony to IP Telecom for because it's cost savings.



---

Source: TechValidate survey of 4 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: A17-575-B0E



TechValidate  
by SurveyMonkey

# DDLETB – Educational Institution

## Introduction

This case study of DDLETB is based on a November 2020 survey of IP Telecom customers by TechValidate, a 3rd-party research service.

## Challenges

The business challenges that led the profiled organization to evaluate and ultimately select IP Telecom:

- Moved their telephony to IP Telecom for the following reasons:
  - Cost savings
  - Integrates with other solutions

## Use Case

The key features and functionalities of IP Telecom that the surveyed organization uses:

- Believe having IP Telecom’s solution in place will help their business cope with possible future lockdowns.

## Results

The surveyed organization achieved the following results with IP Telecom:

- Rated IP Telecom’s ease of use as follows:
  - day-to-day basis: very easy
  - initial set up: easy
  - requesting additional services: neither easy nor difficult
  - problem solving: easy
  - team collaboration: easy
- Said they would recommend IP Telecom’s solutions based on ease of use.
- Have experienced cost savings with IP Telecom.
- Said IP Telecom’s solution met their expectations.
- Found IP Telecom’s response times during the lockdown period to be neither Satisfactory nor dissatisfactory.

### Organization Profile

Organization:  
**DDLETB**

Industry:  
**Educational Institution**

### About IP Telecom

IP Telecom is Ireland’s only dedicated VoIP provider, delivering quality business solutions and unparalleled customer support since 2010.

Learn More:

[!\[\]\(40770d9ed6ed4f1222ebf89a1396e8b2\_img.jpg\) IP Telecom](#)

## IP Telecom's solutions are super easy to use according to 97% of our customers

Would you recommend IP Telecom's solutions based on ease of use?



Source: TechValidate survey of 65 users of IP Telecom



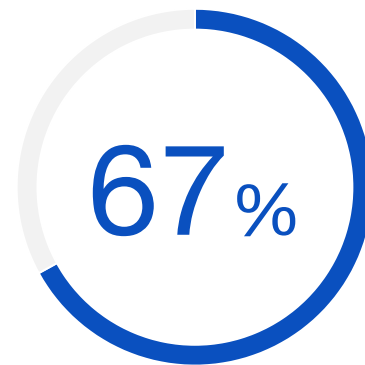
Published: Dec. 7, 2020 TVID: AA7-E4F-499



TechValidate  
by SurveyMonkey

## Energy and Utility Firms enjoy IP Telecom's Tech-based Solutions

67% of surveyed Energy & Utilities organizations moved their telephony to IP Telecom for because it's technology based solution.



Source: TechValidate survey of 3 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: B5C-7C2-C7C



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions keep Irish Software Houses live during lockdown

100% of surveyed Computer Software organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 6 users of IP Telecom



Published: Jan. 14, 2021 TVID: B6E-430-1F8



TechValidate  
by SurveyMonkey

## The super-easy communications solution for Consumer Services

100% of surveyed Consumer Services organizations moved their telephony to IP Telecom for because it's an easy to use product.



---

Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 18, 2021 TVID: BE2-190-DE0



TechValidate  
by SurveyMonkey



## The super-easy communications solution for Agriculture

100% of surveyed Agriculture organizations moved their telephony to IP Telecom for because it's an easy to use product.



---

Source: TechValidate survey of 2 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: CFE-264-B2C



TechValidate  
by SurveyMonkey

## IP Telecom's solution is helping International companies cope with future lockdowns

100% of surveyed organizations located in Austria, Germany, the United Kingdom, and the United States believe having IP Telecom's solution in place will help their business cope with possible future lockdowns.



---

Source: TechValidate survey of 10 users of IP Telecom



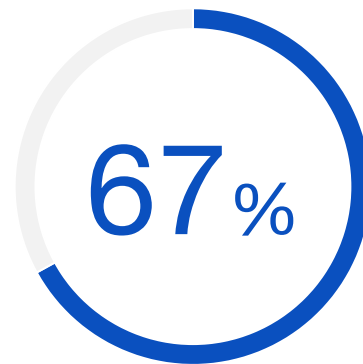
Published: Jan. 14, 2021 TVID: D5C-D8C-2C1



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions help keep Legal Offices live during lockdown

67% of surveyed Legal organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



Source: TechValidate survey of 3 users of IP Telecom

✓ Validated

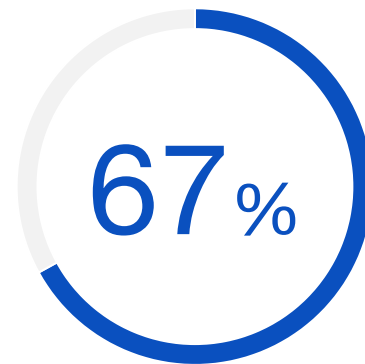
Published: Jan. 14, 2021 TVID: D9A-49D-A9F



TechValidate  
by SurveyMonkey

## IP Telecom's communication solutions power the Legal Industry's remote working capabilities

67% of surveyed Legal organizations moved their telephony to IP Telecom for because it's enables remote/mobile working.



Source: TechValidate survey of 3 users of IP Telecom



Validated

Published: Jan. 18, 2021 TVID: DB2-C8D-19B



TechValidate  
by SurveyMonkey

## The super-easy communications solution for Memberships

100% of surveyed Membership Organization organizations moved their telephony to IP Telecom for because it's an easy to use product.



---

Source: TechValidate survey of 1 user of IP Telecom



Published: Jan. 18, 2021 TVID: DD6-056-7B6



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions keep companies with an Austrian presence live during lockdown

100% of surveyed organizations located in Austria said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 1 user of IP Telecom

✓ Validated

Published: Jan. 14, 2021 TVID: E3E-934-8F9



TechValidate  
by SurveyMonkey

## An educated decision

DDLETB moved their telephony to IP Telecom for because it provides cost savings and integration with other software solutions.

---

Source: Helen Cleary, Facilities Manager, DDLETB



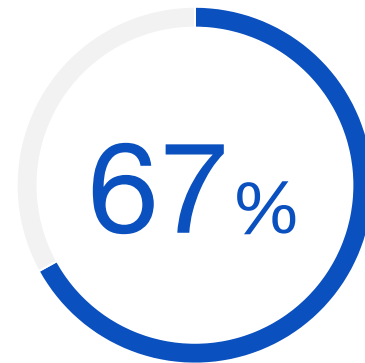
Published: Jan. 6, 2021 TVID: E7C-12C-7A5



TechValidate  
by SurveyMonkey

## The cost-efficient solution for Professional Services

67% of surveyed Professional Services organizations moved their telephony to IP Telecom for because it's cost savings.



Source: TechValidate survey of 6 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: E92-B62-4B9

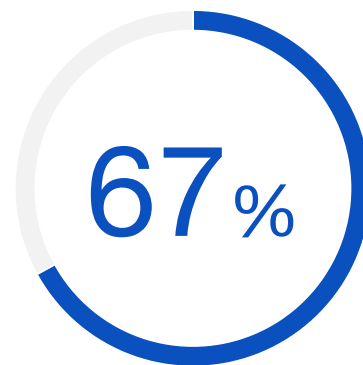


TechValidate  
by SurveyMonkey



## Tech Firms find IP Telecom's Tech-based Solutions fit with their business needs

67% of surveyed Computer Software organizations moved their telephony to IP Telecom for because it's understanding of their business needs.



Source: TechValidate survey of 6 users of IP Telecom

✓ Validated

Published: Jan. 18, 2021 TVID: EA7-3EE-382



TechValidate  
by SurveyMonkey

## IP Telecom's remote working solutions keep Irish Marketing and Advertising Professionals live during lockdown

100% of surveyed Marketing & Advertising organizations said they have benefited from having IP Telecom's solution in place during the Covid-19 lockdown.



---

Source: TechValidate survey of 4 users of IP Telecom

✓ Validated

Published: Jan. 14, 2021 TVID: F14-A9F-432



TechValidate  
by SurveyMonkey