

The GoTo logo consists of the word "GoTo" in a bold, black, sans-serif font. A thick yellow horizontal bar is positioned below the letters "o" and "T".

## Success Story:

# Ormsby & Rhodes and DgTEK

“GoTo Connect has made communicating with clients far easier, enabling people to use their own devices while connecting to our cloud phone system. The support we’ve received from GoTo and DgTek has been excellent, and we now have the modern and flexible phone system we’ve long desired.”

**Justin Brady**

Director of Business Services, Ormsby & Rhodes

Ormsby & Rhodes is one of the longest-established accounting firms in Ireland. Founded in Dublin in 1911, the firm has nine partners and 50 staff and is consistently ranked among Ireland’s top 20 firms. It is the Irish member of BKR International.

[www.ormsby-rhodes.ie](http://www.ormsby-rhodes.ie)



### Challenge

Ormsby & Rhodes was using an analogue PBX phone system, which it was keen to update. When the Covid-19 pandemic hit, all staff switched to working from home overnight and initially had to rely on their mobile phones for all calls.

Justin Brady, Director of Business Services at Ormsby & Rhodes, says: “Once we had connected everyone to our IT systems via VPN, we needed to expedite the switch to a more up-to-date, cloud-based telephone system. The most important thing for us was to enable staff to make and receive calls on their mobiles via the main office phone number.”

The firm reviewed three potential VoIP systems, including GoTo Connect from GoTo. The costs of each were comparable, but it was the professional presentation and simplicity of GoTo Connect that swung the decision in its favour.

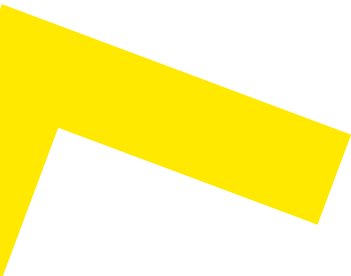


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**Justin Brady**

Director of Business Services, Ormsby & Rhodes



## Solution

GoTo partner and local IT specialist DgTek gave Ormsby & Rhodes a full demonstration of GoTo Connect, and subsequently managed the transition, including porting over phone numbers and installing new desk phones.

Justin says: “GoTo guided us through the steps required to set up GoTo Connect, which were clear and easy to follow, making it a seamless process. DgTek were brilliant, providing the local support we needed to ensure everything ran smoothly. They identified any issues and helped us through any teething problems. They are now our first point of contact if we need any support.” Onboarding was very simple, with GoTo providing short training videos explaining how the system worked and how to download the app onto phones and PCs.

Justin adds: “I also ran a couple of training sessions for staff who preferred that approach, and no-one had any difficulty getting up and running with the new system.”



## Results

GoTo Connect enables all Ormsby & Rhodes staff to contact clients and to be contacted easily on any phone via the central office phone number, no matter where they're working. It means clients have a single number to call, and the reception team can forward calls quickly to staff as if they were in the office.

GoTo Connect includes advanced analytics that enable calls to be monitored and tracked, giving the firm a valuable record of all phone communications.

Justin explains: “In daily use, clients won't notice any difference from our original office system, which is exactly what we wanted to achieve. It enables us to continue providing a professional standard of service while we are working remotely. At the same time, it gives us an upgraded phone system that's fit for the future.”



*DgTek Technology Solutions specialises in the design, implementation, and management of robust, scalable infrastructure solutions for mission critical environments. Specialisms: IT support and management, cloud technology and infrastructure solutions. Office in Dublin.*

[www.DgTek.ie](http://www.DgTek.ie)

Learn how GoTo Connect can help your organization by visiting [GoTo.com/connect](https://GoTo.com/connect) or call us at **0800 640 4005** (United Kingdom) or **1800 943 635** (Ireland).

**Learn more**