

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".The EMS Copiers logo features the letters "EMS" in a bold, red, sans-serif font, with "COPIERS" in a smaller, black, sans-serif font to its right. Above the text are several red, curved lines resembling a stylized wave or a fan. Below the logo, the text "Managed Print Solutions" is written in a smaller, black, sans-serif font.

Success Story: EMS Copiers

“GoTo Connect has really given us a future-proof phone system that can grow as our business grows, and provide the flexibility we need to adapt to new ways of working. The cloud-based system is perfect for working from home, enabling our people to make and receive calls from anywhere, at no extra cost.”

John O'Brien
Sales Manager, EMS Copiers

Founded in 1970, EMS Copiers provides managed print services for schools and businesses across Ireland – supplying, leasing and servicing photocopiers, printers and AV equipment. It focuses on helping customers minimize copy, print and scanning costs, while maximising productivity.

www.emscopiers.ie



Challenge

EMS Copiers had been using a standard VoIP phone system since 2009. But expansion and relocation to larger offices meant that by 2019 this system was no longer fit for purpose. It was difficult to update, had been patched over time, and had become increasingly unreliable.

The company's service manager began to look for a new, more reliable and scalable cloud-based phone system. At this time Duotone, the audio-visual division of EMS Copiers, began a partnership with GoTo to promote its GoTo Meeting and GoTo Webinar video conferencing tools. Duotone introduced EMS Copiers to GoTo Connect, the integrated cloud phone system from GoTo.

John O'Brien, Sales Manager at EMS Copiers, says: “GoTo gave us a demo of GoTo Connect, and we were impressed by its capabilities. It was easy to use, and would allow us to easily manage call routing ourselves, which we couldn't do with our existing system.”



Solution

EMS Copiers chose GoTo Connect for its rich array of features, ease of use, and for the expertise and local support provided by GoTo.

John says: “GoTo listened to us, took time to understand what we required, and then guided us every step of the way through the implementation.”

EMS Copiers switched to GoTo Connect in July 2020. EMS Copiers initially bought 15 seats and ported its phone numbers to the new system. Since then, the company has opened a new office in Wexford and added five more seats. Shortly afterwards, it emerged that the old desk phones at EMS Copiers were not compatible with GoTo Connect. GoTo immediately rectified this by providing the company with new phones.

“That level of service from GoTo really went above and beyond our expectations,” says John. “When we opened the new Wexford office, the process of setting up the new phones and numbers could not have been simpler.”



Results

With GoTo Connect in place, all EMS Copiers staff can now make and receive calls on mobiles or desks phones, at home, in the office or on the move. In a year disrupted by Covid-19, GoTo Connect has made working from home not only possible, but easy to manage. EMS Copiers staff can log in from anywhere or use the GoTo Connect app to connect to the phone system.

“The generous minutes allowance we get is shared across all members of staff, so we’re never likely to exceed our monthly allowance. All the features included with GoTo Connect make it very competitively priced, and the simple cost model means we get the same bill every month.”

John says: “The new system has significantly improved the quality of our service to customers. Previously, our service department could miss several calls a day, but now calls are rarely missed, thanks to reliable voicemail and messaging.

“The generous minutes allowance we get is shared across all members of staff, so we’re never likely to exceed our monthly allowance. All the features included with GoTo Connect make it very competitively priced, and the simple cost model means we get the same bill every month.”

“The new system has significantly improved the quality of our service to customers.”

John O’Brien

Sales Manager, EMS Copiers



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

[Learn more](#)