

CASE STUDY

From Resistance to Raving Fans in Less Than a Week

How a single phone system upgrade won over even the toughest skeptics.



94% Live Call Answer Rate



99.999% Uptime



30+ Years In Business



750 Companies Supported

Overview / Summary

Armagh Cash Register is a business that understands the value of reliable, efficient operations. When the decision was made to upgrade their phone system, the expectation was simple: it had to work, and it had to make a difference. NetAccess delivered on both counts.

What followed the installation was not just a technology upgrade but a shift in how the entire team viewed modern communication. A solution that initially met resistance quickly became something the team championed as their own.

The Solution

NetAccess designed and installed a phone system built around Armagh Cash Register's operational needs and team dynamics.

- **Tailored Phone System Installation:** NetAccess assessed Armagh's communication requirements and delivered a phone system configured to the specific demands of their business, ensuring it was ready to perform from day one.
- **Seamless Onboarding and Transition:** The rollout was handled with enough clarity and support that even the most skeptical team members were able to get up to speed quickly, turning initial hesitation into genuine confidence.
- **Measurable Impact on Customer Service:** Within days of going live, the tangible improvement to communication quality was evident enough that staff who had resisted the change became vocal advocates for what the system could deliver.

Business Challenge & History

Upgrading core communication infrastructure at any organization comes with an unavoidable human element. At Armagh Cash Register, the push to modernize their phone system met immediate pushback from seasoned managers who were skeptical of change and comfortable with the status quo.

Beyond internal adoption concerns, the stakes were practical. Customer service quality was directly tied to how well the new system performed and how quickly the team could get behind it. A failed rollout would have impacted both staff confidence and the customer experience Armagh depended on.

The Benefits or Outcomes

The phone system NetAccess installed gave Armagh Cash Register an immediate, tangible upgrade to how their team communicated and served customers, with results convincing enough to silence even the loudest doubters.

Going Forward

The confidence Armagh Cash Register gained from this engagement set a clear precedent - when the right partner handles the technology, the results speak for themselves.



“When I say NetAccess did an excellent job, I mean it.”

Harry Mitchell, Account Manager,
Armagh Cash Register

Ready to Upgrade Your Business Communications With Total Confidence?

NetAccess delivers technology solutions that your entire team will get behind.

[Get Help Now](#)