

G R A F F

*"The flexibility implementing a hosted **VoIP** Solution meant that our team could work anywhere and still be able to answer the phone as they would if they were in any of our multiple locations. During times of Covid-19, when the team was forced to work remotely with little notice, Savincom helped our employees to work from home without hindering communication with customers and the team. The system has been effortless to administrate and proved a great investment for the business."*




- Malcolm Maclean, Chief technology officer, Graff Diamonds.

Graff Diamonds. Fine Diamond Jewellery Company.




Graff is a British multinational jeweller based in London. Founded by British jeweller Laurence Graff in 1960. A vertically integrated company, Graff operations comprise the design, manufacture and retail distribution of jewellery and watches.


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The Challenge

-  Legacy equipment was not the latest.
-  Looking for a cost-effective and smooth solution for VoIP for multiple locations.
-  200 landline users in 4 locations/sites. Afraid of downtime due to migration.



The Result

-  Legacy equipment was upgraded to industry leading Polycom IP system on a fully Opex solution.
-  Savincom saved Graff 90% on overspend against BT when they switched to a hosted VoIP solution.
-  Savincom successfully migrated 200 landline users from 4 sites over to a single, easy to manage VoIP solution without any downtime.


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 The transition from BT to new supplier was all done out of hours and the installation team were through and knowledgeable.


The Journey

-  Moved to Savincom in 2013. We ensured saving at least 40% on their bills. Graff appreciated the relationship they had built with the support team, responses were quick and accurate.
-  It has been 7 years since the Graff Diamonds have been working with us. The Unified Communications solutions from Savincom have changed the way their employees work. It has enabled the workforce across locations to work flexibly, encouraging engagement, productivity and collaboration across the workforce.

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