

Telnet

Telnet is a Contact Centre based in central Auckland with many clients including several government departments. Established in 1990, Telnet provide a customer engagement hub to deliver a rewarding customer experience to help strengthen their clients' brands.

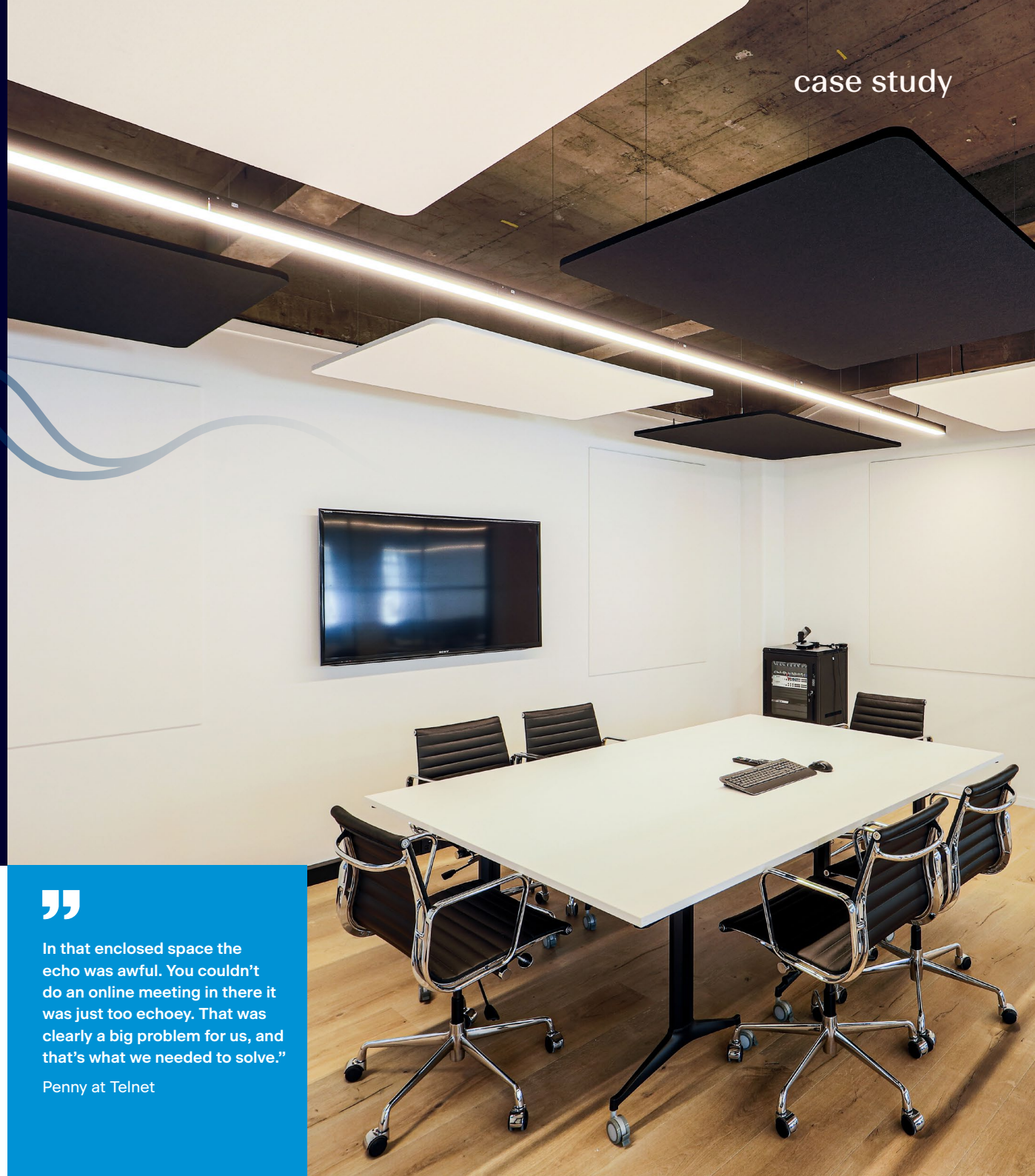
The Issue

In November 2022, Telnet moved into new premises with a New York loft style design and concrete ceilings. Not long after the move they soon realised they had an issue with noise in their workspace. How can you have productive conversations in a Boardroom that continually echoes?

”

In that enclosed space the echo was awful. You couldn't do an online meeting in there it was just too echoey. That was clearly a big problem for us, and that's what we needed to solve.”

Penny at Telnet



Identifying the Problem

A quick phone call to their preferred furniture reseller, McGreals, immediately put their mind at rest. McGreals were confident they had an Acoustic solution to solve their noisy workspace. Shortly after an on-site visit by Aidan Skelton from McGreals and David Pearce from Boyd, the problem was discovered. A combination of glass, windows and walls meant that noise reverberated off all the hard surfaces in the Boardroom. Telnet needed a solution – fast.

”

David understood what we wanted. He just solved our problem and didn't waste any time on things that weren't going to work for us.

I found the whole process quite seamless, 100%, from getting the recommendations to receiving and accepting the quote.”

Penny at Telnet

Our Recommendation

During the on-site visit, David recommended Acoustic Floating Ceiling Panels and Acoustic Wall Panels to better absorb the sound in the Boardroom. David said Telnet could expect up to a 40% reduction in noise in that enclosed space. Telnet were also pleased to discover they could choose from a variety of Acoustic products and a colour palette of 20 different shades. A Boyd installation service was also offered to Telnet to ensure the Acoustic products were fitted to the ceiling and walls correctly.

Installation

After accepting the quote from McGreals a few days later, the installation team arrived at Telnet with the Acoustic products just before Christmas. But drilling into Telnet's concrete ceilings created too much noise for one of the tenants who shared the central Auckland building. The Boyd installation team stopped work and immediately offered to come back to finish the job when the building was quieter with fewer tenants over the New Year period.

”

They showed up right on time on the day we were expecting them, worked hard and got it installed within 2 to 3 hours. They were fantastic and they made it a really good experience.”

The Final Result

Fast forward to early January and the Telnet team are delighted to be using their Boardroom without the echo. Now they can hold important meetings in the Boardroom, communicate properly with colleagues and clients whilst being more productive at work. Telnet are enjoying their new workspace with a stylish and functional Boyd Acoustic solution.

Find out how to enable more productivity in your workspace by managing noise with a Boyd Acoustic solution.

T +64 9 271 2020 E sales@boydworkspaces.co.nz
boydworkspaces.co.nz

”

The Acoustic products just blend in really well. The noise levels are perfect, and it has done exactly what we expected it to do. We can use the room now!”



”

I highly recommend the Acoustic products and the whole process of dealing with McGreals and Boyd was fantastic.”

Penny at Telnet

