

# Halsted Foods and VoIPstudio

Champion Dog Training and Nutrition Business  
Also Has Best-In-Breed Comms System



**Halsted Foods**

## Background

The Halsted Family, based in the beautiful and wild Yorkshire Dales in the north of England, has been training domestic and working dogs for more than 50 years winning countless awards in the process.

In 2017, the family launched a dog nutrition advisory service as well as a range of premium food specifically developed to provide balanced diets for dogs of all ages and breeds.

*Premium Working and Sporting Dog Food company opts for VoIPstudio for competitive pricing and scalability*

## Challenge

The Halsteds are passionate about dogs and want to ensure that they are always on-hand to provide specialist advice and guidance to dog owners and trainers. Having an easy to navigate website - [www.halstedfoods.com](http://www.halstedfoods.com) - accompanied by a number - 0800 098 8909 - which is free from both UK landlines and mobiles are vital components in their customer service strategy.

John Halsted Jnr had used a VoIP service in a previous career and wanted to introduce a similar system for the family business. Unfortunately, his first experience was not a good one...

"I did some research online and acted too hastily choosing a system that was a constant headache for me - and didn't have the voice app that I wanted for my phone. Luckily for me, I then came across VoIPstudio and decided to download the trial software so that this time I could try before I buy".

Halsted never looked back...



## Solution

Halsted Foods started with the VoIPstudio app on John's mobile so he could learn about its capabilities before introducing the system to the rest of the team.

He says "I really like that I can receive both business and personal calls on the same mobile phone whilst keeping different numbers for each. Likewise, I can keep the voicemail separate. I love my work but need to be able to distinguish between business and my home life otherwise I'd never have any downtime!"

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*"It's very convenient that a call will come in on both my mobile and the IP phone I bought for the PC. This means that I can answer whichever is handiest for me - and, if I'm not available, I know that someone in the office can pick up the calls".*

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He then decided to set VoIPstudio up on the PCs of the business so that calls and voicemails can be accessed from multiple devices.

## Benefits

John says that he has been consistently impressed with VoIPstudio's capabilities and customer service. "The team were very quick to respond when I bought an iPhone11 and a small bug meant that the app wouldn't load properly - but did still allow me to receive calls".

VoIPstudio has also helped John save money. "Previously I was using my mobile for outgoing calls to customers and suppliers. Using the VoIPstudio has minimised my phone bill. What's not to like about that!"

Excellent customer service is at the heart of Halsted's business and, thanks to VoIPstudio, Halsted Foods now has a champion VoIP system to help keep its dogs -and their owners - winning too.

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*"Things I like about VoIPstudio... everything! It's easy to deploy, easy to use, saves me money, makes our business more productive, makes my life easier. I thoroughly recommend for companies like ours that want to concentrate on growing their business rather than worrying about our comms infrastructure".*

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