

Preparing for the **future** with **secure, reliable** communications.



Background

Able Print is part of Able Labels, a well-established printing and design business founded in 1954. With over 60 years of experience, they offer high-quality commercial print services to businesses across Northamptonshire, from branded stationery to full design rebrands.

Known for their attention to detail and personalised service, the team at Able Print pride themselves on delivering fast, professional results with a focus on customer care. As the business continued to grow, they recognised the need to modernise their infrastructure and reduce the complexity of managing multiple suppliers.

Having worked with dbfb as a trusted print partner, they approached us to help consolidate and upgrade their connectivity, telephony and IT support, aiming to simplify their operations and future-proof their communications.

Challenge

Able Print were managing separate providers for broadband, telephony and IT support. This was creating unnecessary admin, higher costs, and delays when something went wrong, often with no clear resolution path.

They had also been quoted around £3,000 in upfront fees for a new cloud phone system by their existing provider. And with the 2025 switch-off of ISDN and PSTN services on the horizon, they still relied on traditional phone lines that were restricting flexibility. Calls couldn't be easily redirected to mobiles, which was impacting responsiveness and customer service across the business.

Alongside this, their existing broadband service couldn't keep up with modern workloads. They needed faster upload and download speeds to support everyday operations, enable smoother collaboration, and prepare for future growth.



£3,000

Savings on installation fees

Monthly costs
reduced by

50%

Simpler billing

Leading to improved cost
management



Solution

dbfb proposed a fully managed, simplified solution. We moved Able Print to an FTTP (fibre to the premises) connection to provide faster, more reliable broadband. This laid the foundation for a smooth migration to cloud telephony, helping them move away from legacy systems and prepare for the ISDN switch-off.

We supplied all employees with handsets and implemented Horizon, a flexible VoIP phone system. This enabled remote call routing, easy call management and instant message updates, giving the team greater control over customer communications, wherever they are.

With a single provider for connectivity, telephony and IT support, Able Print now has just one contract and one point of contact. This has simplified billing, improved service response times and removed the hassle of managing multiple suppliers.

The setup not only supports day-to-day operations but gives Able Print a scalable platform they can build on as their team and technology needs evolve.

Key benefits



Improved communication
with faster connectivity



One billing platform makes
keeping track of bills simple



Cost savings
Over £5,000 saved!

Results

Able Print now benefits from faster connectivity, easier communication and greater flexibility across the business. Switching to cloud telephony has enabled employees to redirect calls, update messaging and stay connected, regardless of location. Customer service is now more responsive, and the business is better equipped for future expansion.

A straightforward billing platform makes keeping track of contacts and bills so much simpler.

Costs have been significantly reduced. The company saved around 50% on installation fees, and ongoing monthly costs are now much lower than with their previous providers. In total, they've saved over £5,000 so far.

With just one provider to contact, equipment replacements and IT support requests are resolved faster. The entire setup is easier to manage, and a single billing platform makes tracking costs and contracts far simpler.

Our customers said

"Having all our connectivity with one provider has made keeping the business connected easier than ever. It's changed the way I keep track of the business like never before."

John Morias

Web Developer, Able Labels



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