

Success Story:

Register of Electrical Contractors of Ireland (RECI)

“Ours is a small team with a big reach. GoTo Connect provides a complete communication system that equips our people to be even more effective, which is a very motivating experience. Consumers and members are now safer, better connected and better serviced, thanks to the responsiveness and efficiency enabled by GoTo Connect.”

Pierce Martin

General Manager, RECI

The Register of Electrical Contractors of Ireland (RECI) is the regulator-designated safety supervisory body for electrical contractors, operating the Safe Electric regulatory scheme. It registers, audits, inspects and manages certification services for 4,200 contractors, providing safety assurances for Ireland’s 1.9m residential electricity consumers.

www.safeelectric.ie



Challenge

RECI wanted to replace its phone system with a more integrated communications platform to better connect its office-based, home-based and field teams – and to provide a more efficient service to members. Its existing phone system was unable to integrate mobile and desk phone messages, which necessitated the use of additional emails and messaging.

Pierce Martin, General Manager of RECI, says: “We wanted to improve our service delivery with a unified system that combined telephony, mobile phones and video conferencing. We also needed to future-proof RECI services with a more reliable, versatile and efficient phone system, at a time when services are increasingly being delivered digitally.”



“By investing in GoTo Connect, RECI enhanced its ability to support members and consumers.”

Pierce Martin
General Manager, RECI



Solution

RECI considered several options, before John Barry from Bytek, a GoTo partner company, introduced its cloudbased unified phone and meeting platform, GoTo Connect.

Pierce says: “GoTo Connect offered everything we needed in a single system. As a cloud platform, it had integral back-up and very high reliability. It also had the flexibility to expand as our needs changed. As we move towards automating our certification processes, it could help us digitize our operations in line with new regulatory strategies.”

John adds: “By investing in GoTo Connect, RECI enhanced its ability to support members and consumers. It made it easier for members to maintain the certifications they need to work, while providing vital safety assurances to consumers. I recommended the Contact Center version of GoTo Connect, so that RECI could manage calls in a more professional call-center environment. It’s been great working with RECI in delivering a smooth adoption of this new technology to reinforce its commitment to members.”

The system was installed for RECI in preparation for all 4,200 members renewing their subscriptions. Bytek worked tirelessly to install the system quickly and train employees, so there was no disruption to members during this peak period.



Results

GoTo Connect provided the flexibility for RECI staff to work remotely and securely while staying connected easily. It improved RECI’s ability to monitor services across its operations, using a variety of analytics to help maintain consistently high standards. Crucially, it enabled RECI to be more responsive and professional in its service delivery to members.

“It’s very important that members can contact us easily and get the right response promptly. With GoTo Connect, they can quickly get through to the right person, avoiding the need to leave messages or wait for call-backs.”



Bytek IT Solutions delivers complete IT solutions services and IT support that are tailored to the precise needs of an organisation. Established in 1988. Specialisms: IT support, VoIP, AV and UCC. Offices in Dublin and Wexford.

www.bytek.ie

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