



“If you are going to survive in the Bureaux business, you not only have to be good you must be able to be very flexible too”.

This opinion, expressed by a director of one of the seventy or so Bureau installations in the UK using Redifon equipment, sums up the situation for most of these Redifon Users. Bureaux are essentially labour-intensive, service industries with profitability being totally dependent on the productivity of individual operators. The productivity of the operators is in turn dependent on the equipment they use and the ease with which it can be adapted to the wide and varied range of jobs typically found in any bureau.

To illustrate more accurately how the Redifon R-range can be used to meet wide-ranging requirements, five bureaux users are featured in the following detailed articles. All these bureau users agreed that the Redifon software was

flexible enough to adapt to all their existing and new applications, and in several cases performed considerably better than they themselves had expected. The fact that four out of the five bureaux detailed here have already expanded their installations with orders of further equipment certainly suggests that the Redifon R-range is efficient and cost-effective in a bureau environment. In addition, without exception, the bureau users interviewed were unanimous in their praise of the service offered by Redifon Customer Engineering. “I have found engineering cover extremely good” and “Basically one cannot fault Customer Engineering, and if you do fault it reaction is very good” were two typical comments. The bureaux featured here certainly cover a wide cross-section of applications, and the articles themselves reveal the basis on which satisfaction with Redifon is based.