



# CASE STUDY



## Phone system upgrade to the cloud CRANE AND LIFTING

### ABOUT

Crane and Lifting Services Ltd provides crane hire, crane installation, and 24-hour breakdown services across South Wales and the South West. The business prides itself on delivering great customer service and fast response callout times.



### BUSINESS CHALLENGE

- The head office telephone system had become outdated, and no longer met business requirements – largely due to limitations in the available features.
- The company operates three businesses from the main office, so additional telephone numbers were an essential requirement.
- As a company which conducts business from telephone orders and delivers a 24-hour callout service, it needed effective communication for internal calls, call transfers, voicemail management and out of hours service.
- Finally, the business required a more professional presence—so it required separate phone numbers and music on hold messages for the three individual businesses.

“ We had a very good experience with DataKom when helping us move offices and the running of our phone systems. The team were very helpful with any issues we had. We would recommend them to any business when looking to upgrade their phone systems and phone lines

Stewart Linney



### KEY SOLUTIONS



#### KLOUDPBX PHONE SYSTEM

Feature-rich, cloud-based phone system with the latest technology.



#### FIBRE BROADBAND

Utilised the existing fibre broadband connection.



#### SELF-MANAGEMENT

Ability to manually make changes to the system by using the simple web portal.



#### ONGOING SUPPORT

The DataKom team is always on hand for any queries.



#### VOICEMAIL TO EMAIL

Voicemails are converted to an mp4 file and received as an attachment to a chosen email.



#### MOBILE TWINNING

Handset and mobile programmed to ring simultaneously when receiving an incoming call – perfect for employees on the road.



#### GEOGRAPHIC PHONE NUMBER

Allocated additional phone numbers with different area codes for a bigger company presence.



#### TRAINING PROVIDED

Shown how to use the KloudPBX portal with weekly webinars providing additional support.

Call us today on

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