



CASE STUDY



Improved telecom services all under one bill MWR ACCOUNTANCY

ABOUT

MWR Accountancy manages business accounts, provides accounting and tax services, as well as delivering advice on how to improve and develop a business. It offers integrated business strategies, corporate finance assistance, and specialist tax advice.



BUSINESS CHALLENGE

- ➔ MWR Accountancy had three different suppliers for its broadband, phone line, and phone system services, across two sites in Cardiff and Pontypool. This resulted in separate monthly, quarterly and yearly invoices.
- ➔ The company recognised issues with its existing suppliers, experiencing charges on any phone system amendment it required. The current setup even resulted in charges for internal calls because of separate phone systems per site—it was clear the company needed an effective solution to connect both sites.
- ➔ It was also important for MWR to establish buyout possibilities with DataKom, due to being in a contract with its current suppliers.
- ➔ Finally, the business required bespoke messaging to advertise all aspects of the business while customers were waiting on hold.

“ We are very pleased with our cloud-based phone system. Music on hold has proven beneficial and makes sure customers are aware their call is important to us whilst waiting on hold. We now have all telecom services from DataKom and one bill. ”

Jonathan Rees

KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

Cloud-based phone system with the latest technology.



FIBRE BROADBAND

Utilised the existing fibre broadband connection.



SELF-MANAGEMENT

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



CALL RECORDING

Call recording on all handsets to comply with company guidelines.



MUSIC ON HOLD

Research confirms that callers who hear music and messages while waiting are less likely to hang up.



CONNECTED SITES

The Cardiff and Pontypool sites are now connected resulting in a fast reliable network.



ONE SUPPLIER

Combined lines, calls and broadband under one supplier and one bill.



ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

01656 33 44 55

sales@scgwales.com

www.scgwales.com