



CASE STUDY



Phone system upgrade to the cloud MAENDY DENTAL

ABOUT

Maendy Dental is a professional dental practice located in Aberdare. It has built an excellent reputation providing quality dentistry and modern treatment methods. The company aims to deliver a first-class service and excellent advice, so its communication systems need to be effective too.



BUSINESS CHALLENGE

- Maendy Dental had issues with its previous telecom provider and existing handsets— finding them quiet, complicated and confusing to manage.
- The practice manager had a separate phone line and broadband in her office with a different provider. This resulted in two broadband connections and two phone lines – the dentist required much-needed cost savings, and all services to be under a single provider.
- The company required modern, future-proof communications to improve daily operations and to ensure no missed business.

“ We are impressed with the features a cloud-based phone system can offer, especially day and night mode. We love the flexibility to change messages on the system as sometimes we have emergency meetings or training where the practice phones can't be answered.

Debbra James



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

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



FIBRE BROADBAND

Practical solution of one single super-fast connection rather than several.



SELF-MANAGEMENT

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



TRAINING PROVIDED

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



DIRECT DIAL

Additional phone number programmed to a specific handset.



DAY AND NIGHT MODE

The phone system is programmed to operate differently depending on the day and time.



ONE SUPPLIER

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



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

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