



CASE STUDY



Multi site integration to improve customer service F.P HURLEY & SONS

ABOUT

F P Hurley has continued to consolidate its position at Bridgend, but as the business has grown, two additional offices have opened, one at Crosshands during the 1980s and more recently at Bristol.



BUSINESS CHALLENGE

- F.P Hurley had a singular system with no ability to inter-office linkages.
- There wasn't a main UK number to handle and direct calls to the correct locations which slowed down customer call handling.
- Integrated billing – for Telephone and Mobiles to streamline business processes.
- Staff needed easier and greater access to messaging and calls offsite as missing calls was frustrating customers.
- Looking to reduce costs of all calls across all sites whilst improving services.

“ The support has been superb - if any problems occur they are quick to solve the issue either over the telephone or alternatively DataKom are quick to send an engineer to us if necessary.

Adrian Hurley



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

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



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.



TRAINING PROVIDED

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



ONE SUPPLIER

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



CALL RECORDING

On-demand call recording is included as standard with KloudPBX.



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