



CASE STUDY



Futureproof phone system that allows business to grow BPW INSURANCE

ABOUT

BPW are specialist commercial insurance brokers that were established in 1983 and they serve the South Wales area. They offer care and technical expertise for businesses to ensure they are always fully covered.



BUSINESS CHALLENGE

- Their previous telephone system was outdated and being phased out.
- The system was physically located on the premises which made it very risky in comparison to a cloud-based system.
- The company's previous telephone system was restricting the growth of the business.
- The previous system was on one PC, which limited the company's flexibility.

“ Working with DataKom has been an absolute dream, they're very professional, and are always at the end of the phone whenever you need them. Nothing is ever too much to ask for. They are also supporting us in line with our growth plans. ”

Alisha Edwards

KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

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



CALL RECORDING

Ability to record and listen back to phone calls.



INSIGHT TO CUSTOMER PERFORMANCE

Ability to learn more about their customers which benefits their growth.



MULTIPLE ACCESS POINTS

Increases business performance and flexibility whilst minimizing risk.



TRAINING PROVIDED

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



IMPROVED OPERATIONS AND GROWTH

The business has seen improvement and efficiency with increased phone line availability.



VOICEMAIL TO EMAIL

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



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

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