



CASE STUDY



Phone system which improves customer service CMC MOTORCYCLES

ABOUT

CMC Motorcycles have five stores across the UK, they are currently Yamaha's largest dealer and retail in the excess of 5,000 bikes per year. They also sell clothing, accessories and parts. Each store has a service department with factory trained technicians.



BUSINESS CHALLENGE

- With their growth of new stores over the UK, they were restricted with their old telephone system not allowing them to use new features that cloud provides.
- Customer service needed to be improved as customers weren't receiving call backs when their calls were missed.
- The company required a more modern, futureproof telephone system to improve their usual day to day activity and maximise business and operations.
- CMC Motorcycles internal communication was restricted with the old phone systems, as they needed to be linked to other stores to make it easy to connect with one another.

“ Working with DataKom to install our new technology has been trouble free. They provided a great service and have always been on hand to answer any of our queries.

Mark Feltham



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.



STORE TO STORE CALLING

Ability to easily contact the other stores using their internal devices.



MOBILE HANDSETS

Mobile handsets for the sales team.



TRAINING PROVIDED

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



IMPROVED OPERATIONS

The business has seen improved 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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