



CASE STUDY



Cloud phone system supports mobile working COVE RECRUITMENT

ABOUT

Cove Recruitment deliver a wide range of recruitment solutions for various industries across the UK. As a new business, it was important to have effective communication between their employees and clients.



BUSINESS CHALLENGE

- Cove recruitment had no telephone system in place for their business. It was important that the new solution could utilise a broadband connection already in place and the ability to support mobile working.
- Communication is key to the business. Enquires are dealt with daily, relationships with clients need to be maintained, and new business acquired – therefore the new solution must be fit for purpose.
- To work more efficiently, a central telephone system was essential, as well as providing desk handsets and connecting additional business devices. This would support unified communications, enable streamlined interactions and lower overall costs.
- The recruitment specialists also required reliable support and assurance that its telecom services were being properly maintained.

“ We had a cloud phone system installation with Datakom and the whole experience was completely seamless. They also provided a mobile app which is perfect for staying connected when we are out of the office.

Kimberley Rhodes



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

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



NEW HANDSETS

With key features such as DND and call forwarding.



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.



MOBILE APPLICATION

Handset and mobile programmed to ring simultaneously when receiving an incoming call – perfect for employees on the road.



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.

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