



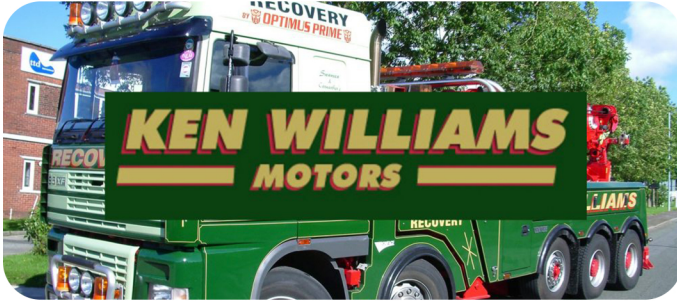
# CASE STUDY



## Cloud base phone system for expanding company KEN WILLIAMS

### ABOUT

Ken Williams Motors have built an excellent reputation for providing high quality vehicle breakdown and recovery services across South Wales including Swansea and Carmarthen, for over 25 years.



### BUSINESS CHALLENGE

- The telephone system in the head office was very old and now didn't meet the needs of the business, a new office was being opened in the same industrial estate as expanding.
- Integration between the 2 sites.
- 24/7 support as deal with callouts for breakdowns and accidents 24/7.
- Automate calls between MOT Garage and Police Compound work.
- Upgrade phone lines to IP lines to share across both sites.
- Ability to use existing traditional cabling and CAT 5 cabling at each site.

“ Having had issues with BT and not being able to get a correct solution, it was great to deal with a company who know about telecoms. From the initial consultation, within 2 weeks we had a fully operational site to site solution with DataKom now in control of all services.

**Jamie Williams**



### KEY SOLUTIONS



#### KLOUDPBX PHONE SYSTEM

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



#### BUSINESS FIBRE BROADBAND

A private internet connection reserved solely for one premise.



#### SITE TO SITE CALL TRANSFER

Internal calling and transferring between business sites.



#### TRAINING PROVIDED

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



#### 24/7 CALL MANAGEMENT

All around the clock call management support.



#### ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



#### ONGOING SUPPORT

The DataKom team is always on hand for any queries.



#### ONE SUPPLIER

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

Call us today on

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