



CASE STUDY



Upgraded to kloud-based system with full control EDUC8

ABOUT

Educ8 is a provider of training and development programmes to a diverse range of local businesses. Educ8 support businesses to grow and develop highly-skilled employees with training programmes such as apprenticeships and management courses.



BUSINESS CHALLENGE

- Educ8 required better support across multiply locations.
- Needed faster internet speeds to work more efficiently.
- Call recording was needed to deal with data storage and training.
- The company required a modern, futureproof telecom solution to improve their day to day operations.
- Communication is key to the business. Calling daily relationships and scheduling appointments.
- Communicating more efficiently, with internal and external communication opportunities with the telephone system.

“ Our feature-rich KloudPBX phone system guarantees we are offering the best customer service possible. We now use a call reporting system which allows us to view the performance of our phone system and quickly analyse department user activity. ”

Grant Santos

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.



ON-HOLD MUSIC

Ability to display music to callers whilst they are on hold.



TRAINING PROVIDED

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



ICALL SUITE

Award-winning call management tool. Delivers call reports which give insight the number of answered and missed calls and much more.



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