



CASE STUDY



Connectivity allows rural business to communicate BIKE PARK WALES

ABOUT

Bike Park Wales is a unique mountain biking venue located in South Wales. With a selection of tracks, from beginner to advanced there is an adrenaline filled course for everyone. With an onsite shop each cyclist can be equip for every ride.



BUSINESS CHALLENGE

- Bike Park Wales is located in a very rural part of South Wales, which impacted the connectivity and communications.
- Customers would struggle to contact the business with the previous set-up only using one single mobile as the main point of contact.
- Broadband connectivity was unreliable and the technology would struggle due to the slow speeds received.

“ DataKom identified the key things which we could do to improve the connectivity we have at Bike Park. The Upgrade has been smooth and efficient and has made a massive difference to our business.

Nick Pole



KEY SOLUTIONS



KLOUDPBX PHONE SYSTEM

Cloud-based phone system with the latest technology.



CALL TRANSFER

This feature boosted communication across the park as it allowed staff members to transfer calls from building to another.



ADVERTISING ON HOLD

Assures customers their call is still connected and in the queue. It's also an opportunity to advertise other products.



CALL RECORDING

On-demand call recording is included as standard with KloudPBX.



WELCOME MESSAGE

A greeting message is presented to customers when they dial into the business to add personality to the experience.



ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



TRAINING PROVIDED

Training provided on how to use the user web portal and marketing features available.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

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