



CASE STUDY

ENGINEERING / CONSTRUCTION

ALUN GRIFFITHS

FEATURE RICH PHONE SYSTEM - AND A 30K ANNUAL COST SAVING

ABOUT

Alun Griffiths is a leading regional civil engineering and construction contractor. The company operates from several locations and is experienced in both the public and private sectors. The company's services include maintenance contracts, partnering and joint ventures.



BUSINESS CHALLENGE

- ✓ Alun Griffiths needed an established company to provide them with all their communications across the sites, while remaining within its existing budget. The business also needed dedicated broadband at all sites, to ensure downtime was minimised and productivity increased.
- ✓ The equipment currently in place was outdated, lacking key features and was unable to transfer calls between sites due to the lack of a central system. To work more efficiently, one telephone system was needed, connecting all sites. This would enable both site-to-site calls and lower costs. Alun Griffiths also lacked reliable support and assurance that its telecom services were being properly maintained.
- ✓ With the former telecom supplier, monthly costs continued to increase, and temporary sites required internet immediately. Alun Griffiths contacted our team at DataKom to help them with these problems.

We now have a central IP telephone system and dedicated broadband across 10 sites which BT couldn't offer and saved us 30k per annum against our current costs. We highly recommend Datakom
Alun Griffiths

KEY SOLUTIONS



CENTRAL PHONE SYSTEM

All sites connected with one phone system.



DEDICATED BROADBAND

A private internet connection reserved solely for one premise.



BACKUP CONNECTION

In the event of a fault, the backup will take over the phone system.



ICALL SUITE

Award-winning call management tool. Delivers call reports which give insight into peak hours, number of answered and missed calls, customer engagement and fraud detection.



NON GEOGRAPHIC NUMBER

This number offers a nationwide presence, so the business positions itself as open to new customers and opportunities. E.g. 0800.



INTERNAL CALL TRANSFERS

Calls are no longer costing the business money when transferring internal calls.



ACCOUNT MANAGER

Local account manager oversees the companies account and conducts monthly reviews.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.