



FP Hurley and Sons

FP Hurley has continued to consolidate its position at Bridgend, but as the business has grown, two additional offices have opened - one at Crosshands during the 1980s, and more recently, at Bristol.



BUSINESS CHALLENGES

- FP Hurley had a singular system with no ability to inter-office linkages.
- There wasn't a main UK number to handle or direct calls to the correct locations, which slowed down customer call handling.
- No integrated billing - for telephone and mobiles to streamline business processes.
- Staff needed easier and greater access to messaging and calls when offsite, as missing calls meant frustrating customers.
- Looking to reduce costs of calls across all sites, whilst improving services.

“ The support has been superb - if any problems occur they are quick to solve the issue either over the telephone or alternatively SCG are quick to send an engineer to us if necessary.

Adrian Hurley

KEY SOLUTIONS



Cloud PBX phone system:

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



Voicemail to email:

Voicemails are converted to MP4 and received as an attachment to a chosen email.



Mobile twinning:

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



Training provided:

Guidance on using the Cloud PBX portal with weekly webinars providing additional support.



One supplier:

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



Call recording:

On-demand call recording is included as a standard with Cloud PBX.



Account manager:

Local manager oversees the company's account and conducts monthly reviews.



Ongoing support:

The SCG team is always on hand for any queries.

Contact us today

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