



## Ken Williams Motors

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 CHALLENGES

- 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 and integration between the two sites was required.
- Support was required as they 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 that knows about telecoms. From the initial consultation, within two weeks we had a fully operational site-to-site solution, with SCG now in control of all services.

Jamie Williams



### KEY SOLUTIONS

**Cloud PBX 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:**

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

**24/7 Call management:**

Around-the-clock call management support.

**Account manager:**

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

**Ongoing support:**

The SCG team is always on hand for any queries.

**One supplier:**

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

**Contact us today**

0800 090 1965



engage@scgconnected.co.uk



scgconnected.co.uk

