

## MWR Accountancy

MWR Accountancy manages business accounts, provides accounting and tax services, as well as delivers advice on how to improve and develop a business. It offers integrated business strategies, corporate finances, and specialist tax advice.



### BUSINESS CHALLENGES










- MWR had three different suppliers for its broadband, phone line, and phone system services across two sites in Cardiff and Pntypool. This resulted in separate monthly, quarterly, and yearly invoices.
- The company recognised issues with its existing suppliers, experiencing charges on any phone system amendment it required. The current setup even resulted in charges for internal calls because of separate phone systems per site - it was clear the company needed an effective solution to connect both sites.
- It was also important for MWR to establish buyout possibilities with SCG, due to being in a contract with its current suppliers.
- Finally, the business required bespoke messaging to advertise all aspects of the business while customers were waiting on hold.

“ We are very pleased with our Cloud-based phone system. Music on hold has proven beneficial and makes sure customers are aware their calls is important to us whilst waiting on hold. We now have all telecom services from SCG and one bill.

Jonathan Rees

”

### KEY SOLUTIONS

-  **Cloud PBX phone system:**  
Cloud-based phone system with the latest technology.
-  **Fibre broadband:**  
Utilised the existing fibre broadband connection.
-  **Self-management:**  
Ability to manually make changes to settings by using the simple web portal.
-  **Call recording:**  
Call recording on all handsets to comply with company guidelines.
-  **Music on hold:**  
Research confirms that callers who hear music and messages while waiting are less likely to hang up.
-  **Connected sites:**  
The Cardiff and Pontypool sites are now connected, resulting in a fast, reliable network.
-  **One supplier:**  
Combined lines, calls, and broadband under one supplier and one bill.
-  **Account manager:**  
The 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

0800 090 1965

engage@scgconnected.co.uk

scgconnected.co.uk

