



CASE STUDY



Connected sites and a 14K annual cost saving CELTIC LEISURE

ABOUT

Celtic Leisure is a company which manages nine leisure facilities in Neath, South Wales. They provided a range of services including gyms, swimming pools, outdoor team sports, health suites and a cinema.



BUSINESS CHALLENGE

- Celtic Leisure had individual phone systems on each site, which was inefficient as it didn't allow for site-to-site calls on one manageable phone system. The team also needed reliable support, and assurance that its telecom services were being properly maintained.
- Costs were high due to unnecessary equipment and site-to-site calls. In addition, there was no call management in place for busy periods, and voicemails couldn't be retrieved from any site handset.
- Finally, the current support call-out times varied from one day up to three weeks- even for situations requiring urgent assistance. Celtic Leisure needed a reliable telecom provider who could offer the much-needed support, as well as a new bespoke solution.

“ Since moving to DataKom we have reduced our operating costs whilst upgrading and improving broadband connection speeds. Our telephony provision has been replaced and is now more resilient- with the best uptime we've ever seen.

Darren Morgan, ICT Manager



KEY SOLUTIONS



CENTRAL PHONE SYSTEM
All sites connected using one phone system.



DEDICATED BROADBAND
A private internet connection reserved solely for one premise. meaning no competing for bandwidth.



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



VOICEMAIL ACCESS
Voicemails can now be retrieved from any handset.



CALL ROUTING
Easily transfer calls to other extensions and numbers.



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.



ONGOING SUPPORT
The DataKom team is always on hand for any queries.



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

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