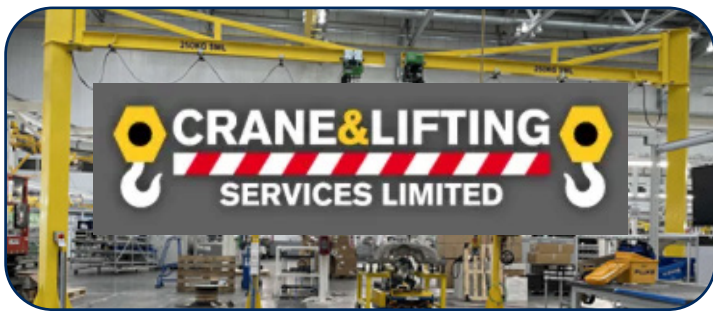


## Crane and Lifting

Crane and Lifting Services Ltd provides crane hire, crane installation, and 24-hour breakdown services across South Wales and the South West. The business prides itself on delivering great customer service and fast response callout times.



### BUSINESS CHALLENGES









- The head office telephone system had become outdated and no longer met business requirements - largely due to limitations in the available features.
- The company operates three businesses from the head office, so additional telephone numbers were an essential requirement.
- The business required a more professional presence - so it required separate phone numbers and music on hold messages for the three individual businesses.

“ We had a very good experience with SCG when helping us move offices and the running of our phone systems. The team were very helpful with any issues we had. We would recommend them to any business when looking to upgrade their phone systems and phone lines.

Stewart Linney

”

### KEY SOLUTIONS

-  **Cloud PBX phone system:**  
Feature-rich, Cloud-based phone system with the latest technology.
-  **Fibre broadband:**  
Utilised the existing fibre broadband connection.
-  **Self-management:**  
Ability to manually make changes to the system by using the simple web portal.
-  **Ongoing support:**  
The SCG team is always on hand for any queries.
-  **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.
-  **Geographic phone number:**  
Allocated additional phone numbers with different area codes for a bigger company presence.
-  **Training provided:**  
Guidance on using the Cloud PBX portal with weekly webinars providing additional support.

**Contact us today**

0800 4700 007

info@scgtogether.com

scgtogether.com

