

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

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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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