

GoCustom Clothing

Read about how we worked with GoCustom Clothing to update and improve their remote working solution and overall efficiency.



BUSINESS CHALLENGES

- The administration was a problem and difficult to manage. The previous system was not very intuitive, and lacked flexibility, making it unsuitable for the remote workers.
- They were using a separate VoIP system for remote workers, to those in the office. Having no integration between these systems made working in a unified manner difficult.
- Working practices and requirements changed significantly during the COVID pandemic. The business was not equipped to manage the crisis and unable to continue to work in their usual manner.

“What we like about SCG is that they are simple to deal with! The support team is really responsive and I'm more than just a ticket or a number, they really do give a personal approach and contact. Other companies that I deal with have layers and layers of bureaucracy, but I don't feel that with SCG at all. I was actually surprised at the service levels received from SCG given how competitive they were and the ease of installation.

They are one of my favourite suppliers and I would recommend them highly!

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KEY SOLUTIONS

- 📍 SCG's system was implemented early in the COVID pandemic. Empowering staff to work from anywhere, without disruption, ensured the business was able to operate seamlessly.
- ↔️ Post-COVID, at least 20% of the workforce continue to work on a hybrid basis. The new solution has enabled the business to operate as usual, whilst improving productivity.
- 🎧 The platform is straightforward to use. The workforce simply needs a headset compatible with any device, ensuring that working in the office or remotely is seamless.
- ☎️ Through reporting tools and presence settings, the new solution from SCG helped GoCustom Clothing understand who was managing incoming calls and who was available to assist. Analysis of this reporting allowed them to adjust their call routing to the right person, at the right time.

Contact us today

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