

## Hobbs House Bakery

Established in the 1920s, Hobbs House Bakery is a true family business with bakery supplies delivered and available to buy both online and in their bakery shops.



### BUSINESS CHALLENGES

- Hobbs House Bakery has been a customer of SCG for several years. Their phone system had become outdated, even though it had always been reliable and well-maintained from SCG.
- The business needs had outgrown the system and it was time for an upgrade.

“ We had been working with SCG for over six years when they installed a new hosted system which replaced our ancient analogue phone network.

The transition was very smooth considering the task at hand, with new cabling put in throughout our offices. We saw instant improvements in our call quality and enjoyed impressive savings with our call costs. Fast forward five years and we have just had an upgrade to the new SCG Cloud system.

This has been a real game changer for us, giving us some really useful options with the phones, particularly around using the system to work anywhere, which has really helped home workers.”

**Sam Wells Commercial Director**

”

### KEY SOLUTIONS

- 👍 The team at Hobbs House Bakery had always received first-class service from SCG and when it was time to upgrade, we were trusted to provide the right solution to meet their requirements.
- 🏆 We installed the multi-award winning SCG Cloud solution - the ideal product to meet their business growth and development.
- ✓ We wanted to cater for hybrid working, customer service consistency, and improved internal communications amongst the team. Benefits included:
  - Mobile phone app
  - The ability to communicate with the team and customers, anywhere, anytime
  - Softphone working on laptops, PCs, Macs, and tablets
  - Upgraded desk phones
  - Call reporting, recording, and transfer
  - Live status availability
  - Group chat
  - Video calls, and conference calls
  - Screen sharing
- 🔧 HHB also received a dedicated project management team to facilitate the seamless implementation of the new solution from start to finish, followed by comprehensive training so that all the team understood the full capabilities of the new phone system.

**Contact us today**

**0800 4700 007**

[info@scgtogether.com](mailto:info@scgtogether.com)

[scgtogether.com](https://scgtogether.com)

