

Perfect Vision

Perfect Vision is an independent, established opticians practice in the heart of Canton, Cardiff. It offers high-quality healthcare and strives to meet all customer needs in a friendly and efficient manner. Good customer service is vital to the business - so its communication systems need to be efficient too.



BUSINESS CHALLENGES









- Perfect Vision had issues with its previous telecoms provider as they didn't deliver a planned Cloud-based solution.
- The company required modern, futureproof communications to improve daily operations and ensure no missed business.
- The company recognised that business was being lost through unanswered calls during busy periods, and through not having voicemail activated outside of business hours.
- The company also required additional handsets and one direct line with a separate phone number. A call divert was already set up on the landline to redirect calls - but this service was costly.

“ After our previous provider didn't deliver a planned Cloud-based solution, SCG were a breath of fresh air. They provided us with a Cloud-based solution including a range of features all helping to improve the service we provide to our customers.

Bethan Roderick

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KEY SOLUTIONS

-  **Cloud PBX phone system:**
Feature-rich, Cloud-based phone system with the latest technology.
-  **Fibre broadband:**
Superfast fibre broadband installation.
-  **Self-management:**
Ability to manually make changes to settings by using the simple web portal.
-  **Direct dial:**
Additional phone number programmed to a specific handset.
-  **Training provided:**
Guidance on using the Cloud PBX portal with weekly webinars providing additional support.
-  **Day and night mode:**
The phone system is programmed to operate differently depending on the day and time.
-  **Voicemail to email:**
Voicemails are converted to an MP4 file and received as an attachment to a chosen email.
-  **Ongoing support:**
The SCG team is always on hand for any queries.

Contact us today

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