

CASE STUDY

SALCOMBE INFORMATION CENTRE

A cloud-hosted telephone system improves Salcombe Information Centre's call handling ability during the peak holiday season.

Salcombe Information Centre is a small, but busy office that deals with tens of thousands of holidaymakers as the town's population increases 15-fold in the peak season.

Salcombe Information Centre had been using an ageing telephone system that could no longer be maintained at manufacturer level, which meant there was a risk it couldn't be fixed if it failed.

The previous system was also operating on a single ISDN phone line, which meant the staff was struggling to handle the number of incoming calls. They were also unable to send calls to voicemail when the centre was busy with visitors.

Our communications consultant suggested an upgrade to a Gamma Horizon cloud-hosted telephone system to coincide with their office refit.

This meant they could eliminate using their ISDN line as calls would traverse through their existing **swcomms** internet connection.

This new solution improved their call handling ability and provided the centre with:

- **Cordless extensions**
To ensure they could take calls wherever staff were working in the office.
- **Voicemail inbox**
To give callers the option of leaving a message that can be accessed anytime by the centre staff.



Gamma
Platinum Partner

Experience
Salcombe
and surrounding villages

- **Free calls**
To all UK landlines and mobiles to reduce ongoing costs.
- **Easy management portal**
This can be accessed 24/7, either onsite or remotely, to make in-house changes and to access call statistics on missed calls, length of calls, etc.

All of this is covered by a reduced fixed monthly cost, which includes support from our **swcomms** helpdesk agents and a dedicated account manager to handle all ongoing queries, plus system upgrades.

Salcombe Information Centre is now able to run efficiently and effectively all year round, including during their peak summer months.

"We are delighted with **swcomms**. We couldn't ask for a more professional and friendly service.

"They call us on a regular basis to check that everything is running well; they check that we are being offered the best possible package tailor made for our office, to make us the most savings and we have also had the latest telephone system installed."

Deb Ward, manager

