



Case Study – One Net Solution.

### **JD Motors**

JD Motors, 24 hour breakdown and motor recovery specialist have been a client for SCT Mobile for over 5 years.

SCT started by providing JD Motors with all their mobile telecom requirements across the company.

In 2015 we started talks with Emma at JD Motors when they started to look for a new telephone system, we understood that Emma needed a new, modern phone system, one that that would be flexible and would work their ever growing business.

We proposed a fixed landline quote and a VOIP quote. The VOIP solution seemed to be the best fit, providing JD with all the necessary features they required, e.g call divert, auto attendant, short dial, disaster recovery and the incorporation of their existing Vodafone mobiles.

In August 2015 SCT supplied an installed a new hosted converged phone system by Vodafone called One Net, into their Alton branch. This was a very smooth process all round and provided the branch with a much needed, improved and flexible phone system with no upfront cost.

Emma Drew says:

“When we were looking for a new phone system in 2015, the One Net system that SCT were offering ticked all the boxes, we wanted a new modern phone system but didn’t want to pay thousands of pounds leasing new hardware. We also wanted to increase the productivity within the company. Being able to get a new phone system including hardware and installation completely free was just one of the selling points for us”

“The One Net solution for us has completely changed the way we work, the out of hours feature is extremely useful to us, we have recovery vehicles on the road 24 hours a day, having our customers be able to get hold of us during these hours is extremely important. The call divert and auto attendant features help us to do this seamlessly and give our customers the best experience possible”

“The online portal is easily accessible and helps us to monitor our activity and make any necessary changes to the system at the click of a button, avoiding maintenance charges that we had previously incurred. On top of this it also allowed our mobile phone users to be integrated meaning all users whether mobile or desk phone can short dial each other for free.’

“SCT oversaw the project in 2015, we were regularly updated and kept in the loop with each stage of installation. It was imperative that we didn’t have any down time during the switch over, this was carried out successfully. Having all our telecoms now on one bill is great!”

JD Motors now have a cost effective and unified fixed and mobile telephone system.

