



Here's What Happens When
Excellence Comes Standard

PHONES NOW
Excellence in
Phone Systems
www.phonesnow.com.au



BACKGROUND

All Class Construction Equipment has been Queensland's number one Kubota mini-excavator dealer for more than 20 years. The business has serviced Queensland with five branches stretching from Brisbane to Cairns. Prior to moving into their brand-new purpose-built premises in Wacol Brisbane, they contacted Phones Now for help and guidance on the statewide telecommunication system.

Phones Now discovered that All Class had a different

phone system in each location. In addition there were multiple telco carriers in the mix. All Class weren't able to maximise the productivity of their telecommunications system.

To top it off, they'd just been told by their carrier, that NBN couldn't be connected in time for their move. All Class were just two weeks away from moving 25 staff into new premises, potentially without phones or internet. They were worried!

Enter Phones Now...

Phones Now were able to promptly design a solution to fix all these problems for All Class. The solution implemented by Phones Now gave All Class more communication power than they'd ever had. Best of all, **All Class' monthly telecommunications cost went down significantly.** *That's right, more for less!*

Here's how it happened...

Greg's 30+ years of Telco experience came to the fore. In just two days, he had everything required for the NBN to connect two new services. Forty-eight hours later, All Class were sporting two new NBN Fibre connections. A task deemed impossible four days earlier. Experience counts when you're up against the 'brick-wall' at a large telco call centre. This experience ensured that All Class could seamlessly relocate premises without any interruption to their phone and internet services.



All Class were able to keep all of their phone numbers in the transfer to the NBN. This produced big cost reductions. From a marketing perspective, All Class could use a

different in-dial number for each of its sites and on different marketing campaigns. This yields valuable marketing intelligence. However, when it comes to dialling out, All Class just has one 1300 caller ID displaying from ALL of its phones when they dial out. This is great for unified branding. It also means that when people 'call back' they are always coming through the switch and not into a desk phone that may be unattended at the time.



Phones Now excels at configuring the telephone system to enhance the way each business markets, sells and serves customers. This is how they turn a Phone System into a valuable growth asset, not just a monthly cost.

Phones Now installed a robust on-premise IP phone system in All Class' Wacol head office location. This phone system-controlled telephone handsets in all five Queensland locations from Brisbane to Cairns.

- Phones Now reduced All Class's monthly phone bill significantly with no loss in service or quality (in fact it only got better!)
- One unified system meant that anybody in the business could answer a call no matter where the phone was ringing. This solution makes missed calls a thing of the past.
- All five offices displayed their local caller ID on each outgoing phone call.
- Integrated cordless phones meant quick and easy contact to vital staff members across all five sites.
- Call statistics could be easily gathered and reported to support important business decisions.

This provided a number of beneficial advantages, including; Calls could be automatically routed from one site to another to smooth out peaks and troughs in calls.

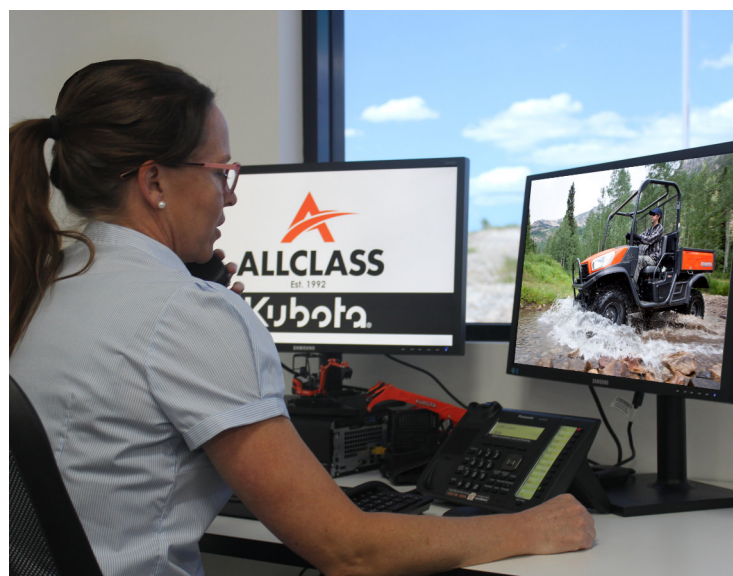


It's what you don't see that matters most

In addition to the telecommunications that you can see, Phones Now has implemented a number of 'invisible' elements. These extra elements always prove to be a real god-send when things don't go to plan. They include;

- 100% commitment to excellence.
- A unique service that keeps All Class' phones and internet operational even during an NBN outage.
- Remote service and monitoring that often allow problems to be fixed before the customer knows that there was a problem!
- Phones Now Customer satisfaction rating consistently sits above 90% and is published live on www.phonesystemsbrisbane.net.au. This clearly demonstrates our commitment to excellence.
- 100% peace of mind with Phones Now Unlimited Support parts and labour guarantee.

- Data Network monitoring to ensure data and voice services perform freely at the same time on the one data network. This is vital with modern communications.





"All Class Kubota chooses to use the toughest cordless phone available in their workshop environments."



Here's what All Class had to say

"The new on-premise system has saved us three thousand dollars per month. When you add it up over a year, it's a no brainer." David Arndell, Director All Class Kubota.



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