

Case Study

YANDLES GARAGE

South West Communications Group deploys a new phone system and FTTC Internet connection for Yandles Garage.

Yandles Garage was established in the 1930s and still operates from the same site in Martock today. They were struggling with an outdated BT Versatility telephone system which suffered from poor call quality. The business was increasingly dependent on broadband yet the service was slow and unreliable, even though superfast broadband, or fibre to the cabinet (FTTC), had been available in their area for a while.

The garage's owner Stephen Yandle had tried to address these problems with their incumbent supplier, but despite placing an order to replace these services, nothing materialised. Frustrated by the lack of attention he had received, Mr Yandle agreed to see a **swcomms** communications consultant.

We listened to all his requirements, in particular the need to **meet a tight budget**, and reassured Mr Yandle of our experience and professionalism and continued contact throughout the installation process, plus ongoing support post deployment. Yandles Garage placed an order for a Toshiba CIX40 telephone system and an upgraded FTTC Internet connection.

swcomms converted their existing analogue lines to ISDN. The new telephone system was then delivered on the ISDN connections and our project managers gave Mr Yandle regular updates throughout the deployment as promised.

The Toshiba CIX40 immediately improved the garage's ability to communicate. Call audio quality was improved and they also benefited from all the features offered by the CIX40, including voicemail, call forwarding and ad hoc call recording.



As a **Toshiba Platinum Partner**, our team of highly experienced engineers are accredited to the highest level within all Toshiba disciplines which enables us to offer first class installation and 24/7 support services. Yandles now benefits from a dedicated account manager who will keep in touch to assist with any future queries. As a Toshiba Distributor, we also hold a complete stock of spare parts to facilitate a quick repair in the rare instance of a fault.

swcomms also managed the installation of the FTTC Internet connection to give the garage **improved download and upload speeds**. Having operated with a standard broadband connection for a number of years, the improved FTTC speed and reliability met the businesses increasing requirements with additional capacity.

Yandles Garage now only has to turn to **swcomms** as their **single communications provider**. They receive one invoice every month for their telephone lines, minutes, support and broadband billing and only ever have to contact a single supplier if they have any issues.

While **swcomms** regards regular updates and ongoing support as part of our standard practice, this was not what Yandles had been used to. The garage can now communicate efficiently safe in the knowledge that we are only a phone call away if they ever need our assistance.

Stephen Yandles, owner of Yandles Garage, said: "We are up and running on the new phone lines and broadband. **Vast improvement!**"