

At KCOM we get excited about providing technology solutions that really help our customers achieve what they need.

Combining connectivity, communication and cloud solutions, we bring everything together into a single managed service that's right for your business.

 Connect

Selecting the most cost-effective access technology, from ADSL to Fibre Ethernet, to address the needs of each store and site individually means we can build a fast, flexible and reliable network to support the way you work.

 Cloud

From desktop applications like Office365, Lync and Hosted Exchange to complete data infrastructure solutions, moving into the Cloud provides anywhere, anytime access to your business systems, all supported by great technical and customer service teams.

 Communicate

To keep everyone in touch, a flexible, high quality voice solution is still an important part of your business infrastructure. From traditional PSTN and ISDN to hosted IP platforms, we can provide you with an integrated and reliable unified communications solution.

 Consult

With our team of specialists, you don't need to be the experts. We will work with you as a trusted technology advisor, available to guide you through the ever-changing technology landscape, using our strategic partnerships with Microsoft, Amazon Web Services, Avaya, BT and many more to provide you with the solutions you need to support your business strategy.

Challenge us to help you find an easier and more enjoyable technology solution for your business:

0345 122 4222
marketing@kcom.com
business.kcom.com

Keeping you connected with your customers



Having the right technology infrastructure in place will make it easier for your customers to enjoy doing business with you.

“We needed a flexible solution that could quickly adapt to our business growth, and chose KCOM for their excellent service reputation and network reliability.”

Paul Churchill, Head of IT at Timpson

Provide a seamless shopping experience

It shouldn't matter whether they're online or in store, customers expect instant and consistent access to information on your goods and services to engage them into making a timely purchasing decision.

An integrated infrastructure of applications, data connectivity and communications will provide that truly seamless experience. In-store WiFi will support your sales staff; cloud and hosted voice will provide anywhere, anytime access to running your business.

Understand and reward shopping behaviour

Track where your customers go in-store and on your website, what they interact with most and where they go next.

This behaviour-rich data can help you provide an enriched and personalised shopping experience and support your loyalty schemes and personalised offers.

Our in-store wireless solution can be used as the foundation to track foot traffic and send tailored customer mobile offers; while our hosted servers and applications provide a flexible, centralised repository to store and manage this constant stream of big data.

Protect your customer data and payments

Customers need to trust that their data is safe, so enterprise-grade security and PCI compliance for your data comes as standard, both during transactions and in storage.

A range of disaster recovery options are also available to ensure continuity and data availability whenever and wherever you need it.

Integrate your supply chain processes

From stock information and multi-channel sales to logistics, delivery and returns, your technology infrastructure needs to be able to reliably handle your network of stores, warehouses and distribution centres in order to be able to deliver a truly omni-channel solution.

Robust connectivity, data hosting and cloud applications can be integrated to run centralised stock, distribution and goods management systems to ensure a smooth and efficient end-to-end supply chain.

Our solutions for retailers:

In-store WiFi

To keep colleagues and customers connected for a seamless shopping experience.

Any access connectivity

Keeping every store and site connected at the optimal price and resilience.

Managed Wide Area Networks

Reliable connectivity across every store, from High Street to out-of-town retail parks.

Cloud productivity applications

Anywhere, anytime access to collaborative tools to help you run your business efficiently.

Hosted servers

Robust and secure environments for both your customer data and business applications.

IP voice solutions

The most up-to-date communication solutions to keep everyone in the conversation.

