



# KCOM

## **Better care through better connectivity**

“Not only was KCOM’s proposal competitive, they really took the time to understand our requirements and designed a network that exceeded our expectations.”



# Better care through better connectivity

**Solution** - Managed WAN

**Coverage** - Southern England across 55 sites

## Keeping residents connected

Somerset Care is one of the leading major care providers in the UK. They were experiencing problems with an underperforming network and bandwidth restrictions meant frequent performance issues, especially to remote sites. They needed a fast and reliable network not only to support their business needs and allow staff greater flexibility but to ensure residents stay connected to their loved ones. They chose KCOM to provide a managed wide area network.

**KCOM's network has greatly reduced service disruption and enabled Somerset Care to complete their VoIP rollout, reducing costs and allowing calls to be seamlessly transferred between sites.**

Staff can now log on to their work phone at home enabling more flexible working, while residents can reliably connect with their families and the world.

## Key benefits of the solution include:

- Significant speed improvements with all sites achieving a minimum 20Mbps.
- Support for video calling, now a USP for Somerset Care's homes.
- Increased productivity through reduction in network down-time.
- Firewall functionality that allows website blocking at a user level.

*"The KCOM network and levels of customer service have been a breath of fresh air for us. Those frustrating network outages that used to interfere so much with our day-to-day operations are no longer an issue. Our care workers used to keep print outs of all care records in case the network went down and would spend hours keeping them up to date. Now with the new network we don't need to and our staff can concentrate on doing the job they love."*

Tim Baker,  
IT Manager at Somerset Care

**Call 0345 422 4222**  
**Email [sales@kcom.com](mailto:sales@kcom.com)**  
**Visit [business.kcom.com](http://business.kcom.com)**  
**Twitter [@KCOMbusiness](https://twitter.com/KCOMbusiness)**

