



KCOM

Hidden Hearing

**A reliable network
that delivers real
business benefits**

“Right from the outset, the excellent project management and communication from KCOM confirmed that our choice in technology partner was the right one. And with our new network we are now much better positioned to drive growth and deliver additional services to the business.”



A reliable network that delivers real business benefits

Solution - Managed WAN

Coverage - UK wide 80+ sites

Hidden Hearing is a leading UK supplier of high quality hearing aid technology. They needed a strong, reliable network connection throughout two main areas of operations: their retail stores in high streets and health centre locations across the UK and the field sales team that visits customers in their homes. Their current solution and legacy systems were struggling to support day-to-day operations, so they turned to KCOM to deliver a managed wide area network that would support current business operations and drive business growth.

As well as futureproofing their business, Hidden Hearing now has confidence that their new network will support their ongoing customers' needs.

The close working, collaborative approach between Hidden Hearing and KCOM minimised disruption to each of the retail sites throughout delivery to ensure the network was delivered quickly and efficiently. Working with KCOM, Hidden Hearing has now migrated their IP Telephony, including quality control, call recording, redirection and customer service visibility, to a lower cost, more effective network and is well positioned to further explore their cloud migration strategy.

Key benefits of the solution include:

- Greatly improved speed and reliability
- A 40% reduction in operating costs, freeing up funds to invest in customer service
- Improved security and enhanced network visibility through real-time monitoring tools
- A robust infrastructure to support their migration to IP telephony

“Although, we are realistic that there may be outages or issues, we expect clear communication and a fast response when this happens. KCOM built our trust by responding to our demands and keeping us informed. Circuits went in on time with consistent communication between our teams. The net result has been much improved reliability and increased bandwidth at less cost.”

Peter Symes, IT
Operations Manager,
Hidden Hearing



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