



KCOM

1st Locate

**Voice solutions
with real impact**

“KCOM has successfully delivered a solution with real day-to-day impact, we were impressed by the smooth rollout of our new services, their continued advice and guidance and the minimal disruption to our business.”

firstlocate

Voice solutions with real impact

Solution – SIP Trunks

Coverage – 4 sites

1st Locate is a leading provider of customer care, payment and management solutions. From their four UK based call centres, they serve complex customer requirements for a range of UK household names.

Telephony is critical to their business, 1st Locate were seeking not only a robust and resilient solution for their call centres but also a responsive provider who would be able to undertake a complete review of requirements and find the best solution to fit with their existing infrastructure. They chose KCOM as they were impressed with the responsive account management and the considered approach to building a solution that addressed key issues.

1st Locate serve clients from highly regulated industries where security and business continuity are essential. Their newly installed SIP trunks ensure flexibility in any situation; they continue to deliver the excellent service expected by their clients. They can now operate safe in the knowledge they have a dependable voice solution and a provider that will deliver first class technical support.

Key benefits of the solution include

- > Improved resilience through the deployment of SIP over RA02 lines with voice segregation
- > Minimal downtime due to seamless integration with existing infrastructure
- > Significant cost savings and flexible, futureproofing technology through the replacement of ISDN with SIP.

“KCOM demonstrated robust processes during the implementation phase and they worked closely with our internal teams to ensure the delivery was as smooth as possible. We have confidence in KCOM to provide first class technical support and continue to recommend the best solutions for our business.”

Nigel Murkett
Head of IT, 1stlocate

firstlocate

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