



CUSTOMER:

P & P Cleaning Services Ltd



CASE STUDY



P & P Cleaning Services Ltd is a North West based window cleaning business. As the company grew, they required a more professional and reliable telephone system to support both office-based staff and team members working remotely.

PROJECT:

Business Telephone System
(VoIP Telephony)

DEADLINE:

4 Weeks

SECTOR:

Facilities Services

The Need for Change...

Before working with Digicomm 360, P & P Cleaning Services relied on a basic phone setup that was no longer suitable for a growing team.

Calls were occasionally missed, voicemails were difficult to manage and the overall phone experience did not reflect the quality of service the business provides to its customers.

➤ **Missed and unmanaged calls**

The existing system made it difficult to manage incoming calls efficiently, leading to missed opportunities and delayed responses.

➤ **Limited flexibility for mobile staff**

Team members working remotely had no easy way to answer calls or support the office during busy periods.

➤ **Lack of professional call handling**

The phone system did not present a professional image or give customers confidence when contacting the business.

The Solution...

Digicomm 360 implemented a tailored VoIP telephone system designed around how P & P Cleaning Services operates day to day. The solution enabled calls to be answered from both the office and remotely, while maintaining a consistent and professional experience for customers.

➤ Bespoke VoIP Telephone System

A tailored VoIP solution designed to match how the business operates, supporting both office-based and remote team members.

➤ Office & Mobile Call Handling

Professional desk handsets in the office combined with a mobile app, allowing calls to be answered from anywhere.

➤ Professional Call Experience

Custom voice mail greetings and an automated call menu to give customers a clear, professional first impression.

➤ Centralised Voicemail & Call Management

Voice mails delivered directly to email, with multiple users able to manage and respond to calls efficiently.

THE IMPACT MEASURED OUTCOMES

95%

Client Retention Rate

4.9

Average Customer 5* Rating

99.9%

System Uptime

Ongoing Value...

By implementing a flexible and professional VoIP telephone system, Digicomm 360 helped P & P Cleaning Services improve call handling, enhance customer confidence, and support a growing team. The solution continues to deliver reliable performance while giving the business the flexibility it needs to operate efficiently day to day.

