

Car dealership deploys reliable DECT solution for improved communications and efficiency

spectralink 



The problem

One of the top motor vehicle retailers in the UK with 150 dealerships was reevaluating the solution they currently had and what was needed for the future with regard to the onsite communication needs of their employees. Having moved to Cisco they considered Wi-Fi handsets but discovered that in their environments these handsets did not perform to the expected quality standard.

Why Spectralink was chosen

- Our solution integrated with Cisco CUCM
- The voice quality they desired was finally a reality with a Spectralink solution
- Needed a solution that would allow for an executable model for easily rolling out to new branches and having the control and management centralized that would be easy to roll out at new branches
- The ability to pause call recording from our DECT phones so they could take payment details securely

The Benefits

- The solution deployed allows them to easily just add remote base stations and handsets when they have new dealership requirements, which means they have a nimble and resilient architecture providing quality high available communications across the dealerships
- Consolidating their disparate solutions into a single DECT solution across all sites has meant consolidating, simplifying, and reducing costs of their DECT solution
- Now all their key staff are contactable anywhere on the dealership site they report their business is more efficient
- *"Having a reliable phone wherever you are on site has meant the number of ring backs has reduced and customer satisfaction has increased"* - Salesperson

Industry

Retail

Solution

- 6500 Server
- 7212 Handsets
- Cisco CUCM

