

Case Study - AK Payroll Services Ltd

How we helped to improve AK Payroll's communications



Company name:

AK Payroll Services Limited

What is AK Payroll:

AK Payroll Services, run by experienced Anne Nattress, is a friendly company offering flexible accountancy solutions build around customers' needs and their specific requirements, specialising in payroll implementation.

Requirement:

Flexible and cost-effective business telephony system and a better broadband solution for new premises.

"Cloud4 has proven to be an ideal partner for our business, providing a simple and affordable business telephony solution without the headaches normally associated with this critical service.

Hosted VoIP is an ideal solution for us as it is both affordable and simple to manage, with low upfront costs and minimal onsite equipment requiring maintenance or support."

Steve Nattress, AK Payroll Services

The Project

AK Payroll was in the process of moving to new premises. Although the team knew about the cost benefits and flexibility that hosted VoIP services bring, there remained concerns about how viable it would be in an area where broadband services were generally poor.

The client was nevertheless keen to explore the advantages of cloud-hosted services, including VoIP, and contacted Cloud4 to find out more.

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AK Payroll's Objectives

AK Payroll wanted an efficient and reliable phone system which was cost-effective and, if possible, could save the business money.

The new system needed to be secure and well-supported, seamlessly slotting into the new company's new business premises without any interruption to client services.

"I was looking for a cloud-based VoIP solution designed to meet the needs of our small business as we prepared for a move to new offices. We also chose Cloud4 to provide the broadband service to the new premises."

Why Cloud4?

The client came to Cloud4 in need of a trusted and reliable VoIP provider with the knowledge and technical ability to implement a resilient telephone system.

Cloud4 identified the possibility of new superfast fibre broadband ("FTTC") at the client's new premises, meaning that VoIP could work effectively and efficiently for the business. Through close client consultation, Cloud4 was able to provide AK Payroll with both a broadband service and a fully pre-configured phone system which could be used immediately.

Cloud4's knowledge and understanding of cloud hosting solutions, coupled with exceptional personal customer service, reassured AK Payroll that Cloud4 was a reliable partner for its business.

Cloud4 managed the installation of the broadband service for the new premises and ensured that the project was completed on time. Phones arrived ready to be connected to the network enabling us to start using them before the move, reducing the risks associated with putting all systems live at once.

Benefits of Hosted VoIP and broadband from Cloud4 Computers

- Advanced enterprise-grade hosted VoIP PBX with low cost of entry and maintenance
- Superfast broadband connected to VoIP platform for quality voice and data
- Save up to 40% on call costs over traditional telephony
- UK hosted in ISO-27001 datacentres and supported 24/7

After Adoption

AK Payroll's hosted VoIP and broadband solution was a bespoke package, created to meet the client's specific needs; clients always receive only the products and solutions most suited to them, delivered promptly and supported by our expert UK-based team.

Since adoption of the new system, Cloud4 has continued to support the client and has worked with third parties to ensure an optimal broadband service is delivered to AK Payroll's premises, keeping the business well-connected.

Cloud4 Computers is a leading provider of cloud computing, business mobility and IT solutions in the UK and abroad. We focus on delivering unique solutions, supported by outstanding customer service and technical expertise.

Contact us for more information on migrating your company to the cloud:

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