

Case Study – KF Plastics

KF Plastics achieves fast and reliable communications with the Digital Business Telephony solution from National Phone & Data

Sick of its “dinosaur” phone system and facing the prospect of having to change phone numbers due to an office relocation, manufacturer KF Plastics turned to National Phone & Data for a modern and reliable telecommunications solution.

KF Plastics specialises in acrylic fabrication and moulding, creating everything from cosmetic display stands used in department stores to aircraft windshields. When the company needed to relocate its office and manufacturing facility, its existing telecommunications provider said it wouldn't be able to keep its existing numbers. Other telcos it approached said the same thing. Because the company relied on the phone as a central point of contact for clients and suppliers, the prospect of having to change numbers was worrying.

Ready to evolve

KF Plastics had been unhappy with its existing telecommunications provider for some time.

“Our previous telecommunications system was very slow; in fact, it was a real dinosaur,” said Ivo Clarke, Director of KF Plastics. “It constantly dropped out, which was a real hassle. If we can't communicate with customers and suppliers quickly and efficiently, we can't do business.”

KF Plastics decided to look around for a telecommunications provider that would put its needs first. This meant a more reliable phone system, faster internet access and the ability to keep its existing phone numbers after the office relocation.

Digital Business Telephony solution

KF Plastics asked National Phone & Data to suggest a solution. National Phone & Data suggested an infrastructure using the DBT technology that would incorporate KF Plastic's phone and internet requirements in one simple package.

Digital Business Telephony is a reliable and secure digital-based business-grade solution that combines broadband, phone and virtual private network (VPN) technologies via a dedicated leased link. DBT is backed by a powerful and reliable telecommunications infrastructure. National Phone & Data has the answer for businesses that need traditional phone services, site-to-site calling, complex secure data sharing or simple internet services.

National Phone & Data worked closely with KF Plastics to assess its needs and tailor a solution to meet the company's business requirements. The implementation took place in January 2006 and went without a hitch.

“National Phone & Data managed the entire implementation from start to finish,” said Clarke. “We had practically no downtime at all. They installed the products and wired it up. They even showed us how to work the phones we acquired when we moved offices. It was a trouble-free installation.”

As part of the implementation, KF Plastics’ internet link was moved to a business-grade ADSL line, increasing speed and reliability. Clarke was particularly impressed with the ease with which National Phone & Data relocated its numbers.

“National Phone & Data organised the transfer of our numbers without a problem, even though we were moving out of the district. It was just fantastic. That kind of service is worth a lot to us.”

Fast, reliable internet access

A high-speed ADSL connection has put an end to KF Plastics’ problems with downtime and system outages.

“We’ve had no problems with our internet connection since the implementation,” said Clarke. “In fact, the speed of our internet has increased tenfold, enabling us to work faster and more productively.”

One easy bill

As part of the DBT solution, National Phone & Data presents KF Plastics with one monthly bill for all its telephony usage and flat rate internet.

“Everything I need is contained in the one bill, set out clearly and itemised,” said Clarke. “I only have to worry about one payment for internet and phones each month, which is a great time saver.”

Personalised service

Clarke says that working with National Phone & Data means receiving face-to-face service from someone who knows and understands its business.

“With the big telcos, it’s a different person every time,” said Clarke. “They don’t know the history of an issue or the reasons why you do something a certain way. Working with National Phone & Data, we have the same contact every time and we’ve built up a close relationship.”

“National Phone & Data has delivered incredible service throughout our relationship,” said Clarke. “They didn’t disappear after we paid the bill like some providers. We no longer have to worry about any of our telecommunications infrastructure. They do it for us.”