



## KCOM KEEPS FOOD RETAIL CHAIN OPEN FOR BUSINESS WITH SUPPORT AND MAINTENANCE SERVICES FROM COMMS-CARE

Comms-care and KCOM announced a three year strategic partnership in 2014 under which Comms-care would provide Cisco support and maintenance services to KCOM's customers. This partnership was recently extended for a further five years, cementing a strong and successful working relationship between the two companies.

One example of how the partnership operates successfully is the support and maintenance programme provided to a high street food retail brand, which operates almost a thousand franchise operations across the UK and Ireland.

### Challenge

- > Help fast food retailer that relies heavily on communications technology to stay online 24x7
- > Provide high levels of customer service in line with KCOM's customer-focused values and business philosophy
- > Provide access to nationwide network of professional services engineers across the UK and Ireland

### Solution

- > Leverage Comms-care's Cisco accreditation and investment in engineering skills
- > Integrate Comms-care's support proposition into KCOM's services portfolio
- > Access Comms-care's flexibility and 'go the extra mile' approach

### Result

- > Establish more flexible, customer-focused service level agreements for break/fix and maintenance services
- > Consistently meet customer SLAs for downtime and repairs
- > Keep stores on-line and always ready to provide high quality service to customers

KCOM is a leading provider of communications services and IT solutions to organisations and consumers. In the enterprise space it helps organisations to re-imagine and re-architect their IT and communications infrastructure to deliver easier experiences for their customers. KCOM serves customers in the public and private sectors, including NHS Trusts and County Councils as well as large organisations such as National Rail Deliver Group and ARM.



*“We can trust Comms-care to go above and beyond the call of duty. The flexibility the team is able to demonstrate is extremely refreshing. They are able to meet every need our customers have, from large technology roll-outs and refreshes to simple router repairs.”*

**Tony Bainbridge**  
Strategic Partner Relationship Manager  
KCOM

**KCOM**

### Challenge

KCOM has a long history of adapting the services that it provides to customers in line with changing technologies and requirements. With 650 stores across the UK and Ireland, a franchise food retail brand needed access to a highly responsive team of engineers who could meet strict SLAs to keep stores online and able to receive customer orders via email, text or a cloud-based internet telephony system.

The business is extremely reliant on its IT platform, particularly now that it has introduced online ordering and a mobile app that enables customers to order from their phones and tablets. Having an unreliable IT system that cannot be quickly brought back online is simply not an option for the company.

### Solution

The agreement with Comms-care means KCOM can manage all Cisco support requirements through a collaborative services model, which provides field-based support and spares management through KCOM's own customer service portal.

Tony Bainbridge, Strategic Partner Relationship Manager at KCOM explains: "We offer a wide range of support services to our clients and these are predominantly delivered by Comms-care. KCOM is responsible for remote monitoring of clients' IT systems and if we can fix problems then and there we will, but where we can't we bring in the Comms-care team, which has a good spread of engineers across the country and can always provide help where needed."

KCOM has SLAs in place with both its clients and Comms-care which means the majority of the food retailer's stores work to a four hour response time. Since some of the stores are open 24 hours a day, every day, the service provided by Comms-care is also 24x7.

### Result

The close working relationship between KCOM and Comms-care has resulted in a highly effective support and maintenance service. Comms-care engineers may be called upon to fix a simple failed router or network circuit, but problems can be much more serious and extensive than that and involve the complete reinstallation of a retail site.

Tony Bainbridge continues: "We often need to get an engineer out there as quickly as possible to help the site get back up and running. Most orders are made online and the stores also rely on cloud-based, internet telephony systems – IT is a vital part of the company's business. Even in extreme cases, the Comms-care team always acts very quickly and deals with emergency situations calmly and efficiently."

### Outlook

KCOM will continue to rely on the service provided by Comms-care in the future and to extend into new areas of communications technology in line with new developments in the marketplace, for example the potential roll-out of 4G in-store routers.

*“Just like KCOM itself, Comms-care is customer-driven and customer-focused. The team's aim is to ensure that the customer experience is the best that it can be, and part of that is being flexible about how to solve problems. It's also about being professional. We receive detailed monthly and quarterly reports that provide a good record of what's been happening and we use these to work out how between us we can make the service even better. Comms-care always reaches our agreed SLAs and we can honestly say that the team is a true extension of KCOM.”*

### Tony Bainbridge

Strategic Partner Relationship Manager  
KCOM

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