



WHITE PAPER

COMMUNICATION TOOLS FOR MANUFACTURERS

ENHANCING MANUFACTURING EFFICIENCY WITH
A HOSTED PHONE SYSTEM



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How is Your Communication?

Communication is key to everything we do. From informing employees about the latest changes to planning business meetings to contacting suppliers and more, it is at the heart of every business. For manufacturers, this is no different, but even more of a challenge. Keeping the production team informed, as well as the sales and marketing and customer support who are all in different locations can be difficult, and that's just in one building! Multi-sites have the added issue of connecting with each other effectively when in completely different towns.

Change for The Future

Traditional phone systems often fall short in meeting the unique challenges faced by manufacturers, such as coordinating across expansive facilities, managing supply chains, and ensuring rapid response times from any place and at any time. A hosted phone system offers a robust solution tailored to address these specific needs, enhancing productivity and streamlining operations.



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Key Statistics

Communicating with your customers is one of the most crucial moments for your business. But without the right phone system, you may be doing more harm to your business than good.



85% of callers who can't reach a company on the first try won't call back.

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49% believe a "lack of proper tools and technologies" is a reason they were not able to add value to the business in their role.
.....

65% of people prefer to contact a business by phone.

Challenges in Manufacturing

- **Complex Coordination:** Large manufacturing plants need effective communication among departments, machinery operators, and management, which traditional systems may lack.
- **Supply Chain Management:** Reliable communication is essential for coordinating with suppliers and logistics partners amid changing schedules.
- **Downtime and Maintenance:** Quick communication with maintenance teams is crucial to address equipment failures and minimise production delays, preventing financial losses.
- **Safety Protocols:** Effective systems must rapidly disseminate emergency information to ensure personnel safety across the facility.

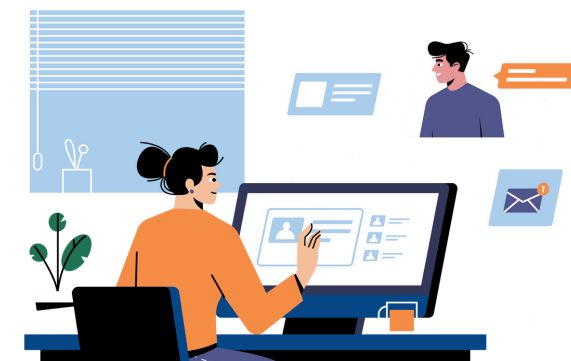


Hosted Phone System - A Strategic Solution

Implementing a hosted phone system addresses these challenges by providing a unified, flexible, and scalable communication platform. Key features include:

Mobility and Flexibility

Hosted systems enable employees to stay connected through various devices—desk phones, mobile phones, or softphones on computers—ensuring constant communication across the facility and with external partners.



Scalability

As manufacturing operations expand or adjust, hosted systems can easily scale, adding or removing users without significant infrastructure changes.

CRM Integration

Seamless integration with Customer Relationship Management (CRM) systems and other enterprise applications streamlines workflows, enhancing efficiency in supply chain communications and customer interactions.



Business Continuity and Disaster Recovery

Hosted systems offer built-in redundancy and disaster recovery features, ensuring that communication lines remain open even during unforeseen events, which is critical for maintaining safety and operational continuity.



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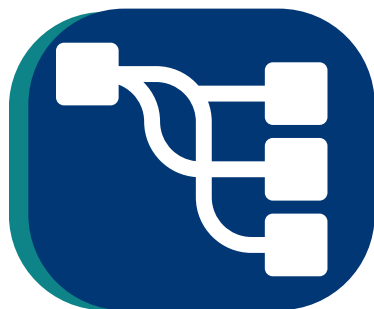
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How a Hosted Phone System Can Improve Your Operations:



Automated Scheduled Call Backs

Call queue times can be long, but with our solution your customers can request a call back and retain their position in the queue.



VIP Routing

With high-paying clients, their calls may be high-priority for you. Therefore, you can set up VIP routing to ensure their calls are taken as soon as possible.



Call Classifications

You don't have to guess the outcome of your customer interactions; categorise and analyse your calls by key metrics and insights.



Last Agent Routing

If a call is disconnected or a customer is calling regarding an ongoing issue, they will be directed to the last staff member they interacted with.



Prioritise Specific Emails

Staff may have a generic email for their department (e.g. customer service, IT, sales) which can get filled and emails can get lost. Prioritise based on sender information or keyphrases to keep on top of everything.



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Switch to a Hosted Phone System Today!

Don't damage your business reputation and revenue with outdated phone systems. With 22 years experience in the IT & Telecoms industry, we know how to deliver and maintain an expert hosted phone system solution for all your business needs. Book your no obligation meeting with our telecoms experts and experience:



- ✓ **30 Minute FREE Consultation**
- ✓ **Bespoke Advice**
- ✓ **Tailored Phone System Solutions**
- ✓ **Ongoing Support & Monitoring**

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