



**Quality used car business, AvailableCar, needed four sites to work as a single site solution with visibility between sites, Dalys provided an ideal solution.**

Available Car is now a household name in the quality used car market and recently opened their fourth site in Leeds, in addition to the original site and Head Office in Castle Donington, and sites in Sutton-in-Ashfield and Cannock. Dalys has been supplying the company's growing technology requirements for the past 10 years and it was agreed that to move improve the internal and customer communication experience an upgrade would be required and the best option would be to have a single system solution which would service all four sites.

Dalys have now completed this upgrade which now means that although the sites are geographically separate, from a telephony stand-point the sites operate as one. With internal extension calling and customer routing between sites, and telephony activity reporting also available for all sites. Due to the nature of the business, the roles that individuals carry out takes them away from their desks and around the site, yet they still needing to be contactable. Therefore, this installation entailed a high deployment of DECT handsets which ensured that staff can be located wherever they are on site.

The NEC IP system operating over SIP lines has been configured to ensure resilience is evident always, with calls being delivered over leased lines with IP trunks.

Available Car's latest site at Leeds that was opened in January 2016, and the subsequent growth in their employee numbers brought the total number of users on this system to almost 300.

This solution, from NEC, is managed and supported by Dalys, using the latest IP technology.

*"We have used Dalys for our telecommunications for many years and we have always found their advice and service to be excellent. The engineers that come site are extremely proficient in their work. Being a multi-site operation, we need to have full visibility of all sites and the ability to work as one single business, which has been achieved."*

Paul Arscott  
Operations Director



[www.dalys.co.uk](http://www.dalys.co.uk)

0116 2426996

