



Case Study

Modern Communications for a Connected Workforce

Connecting a Distributed Workforce: How Scot JCB Modernised Communications for Hybrid Working.

SilverCloud. | **SCOT JCB** **JCB**

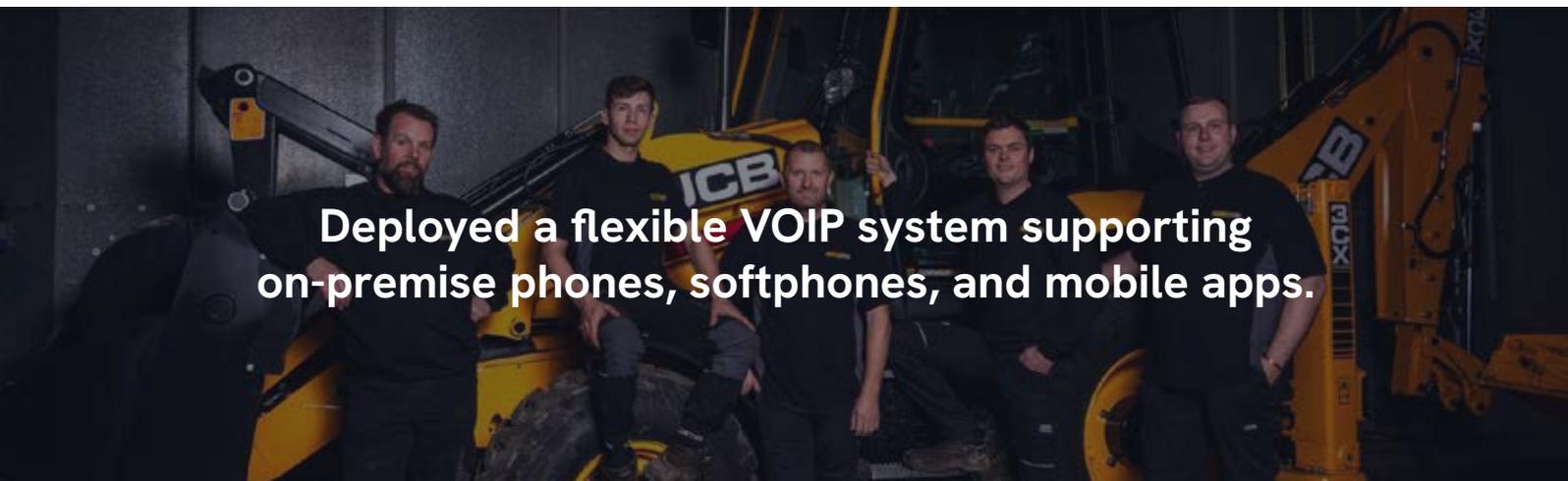


About ScotJCB

For over 60 years, Scot JCB has been a trusted supplier of JCB machinery across Scotland and the North of England.

As the largest JCB distributor in the UK, the business supports construction professionals with a wide range of excavators, backhoe loaders, telehandlers, and specialist equipment.

With multiple locations and a diverse workforce, Scot JCB relies on strong communication to keep teams connected and operations running smoothly.



Deployed a flexible VOIP system supporting on-premise phones, softphones, and mobile apps.

Challenge

Scot JCB operates across numerous sites with teams working in different roles and environments, each with distinct communication needs.

Traditional telephony systems were no longer flexible enough to support this diversity, particularly as hybrid working became more important. The business needed a solution that could support desk-based staff, mobile teams, and remote workers, while maintaining consistent communication across the organisation.

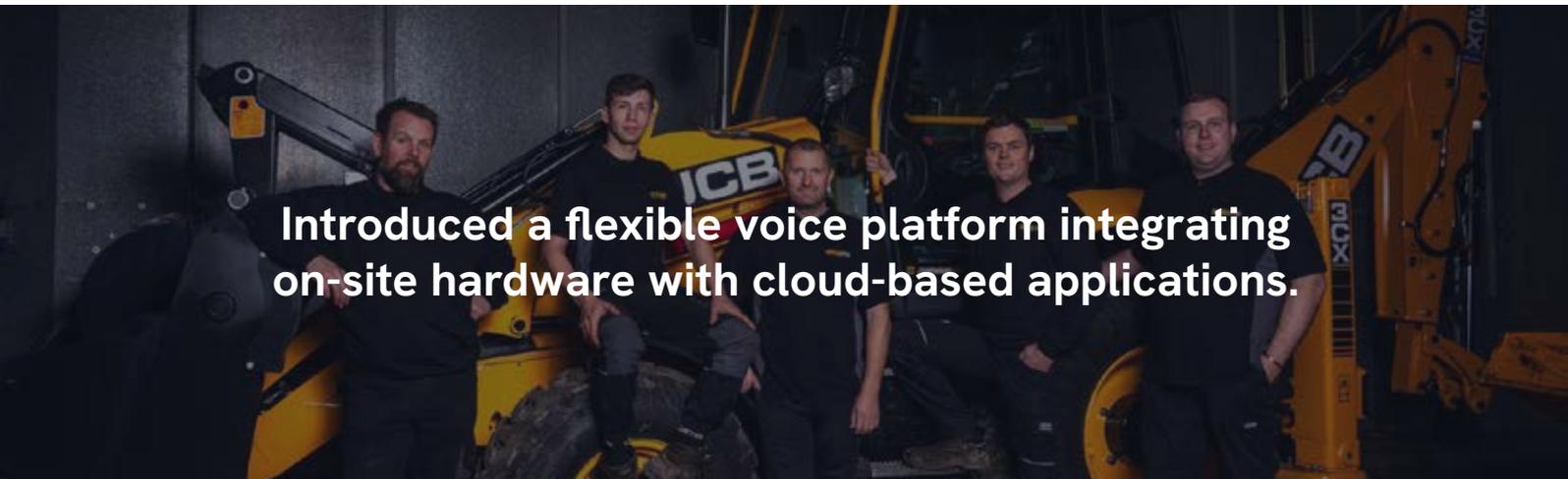




Solution

SilverCloud delivered a flexible VoIP communications platform designed to work seamlessly across multiple devices and locations.

The solution supports on-premise desk phones, softphones, and mobile applications, giving each user the tools that best suit how they work. Built with hybrid working in mind, the platform allows staff to stay connected whether they are on site, on the road, or working remotely.



Introduced a flexible voice platform integrating on-site hardware with cloud-based applications.

Outcome

Scot JCB now benefits from a modern, reliable communications system that supports flexibility without compromising consistency.

Teams can collaborate more easily across locations, communication is smoother and more responsive, and the business is better equipped to support hybrid working as it evolves. The result is improved efficiency, stronger connectivity between teams, and a communications platform that is ready to scale with the organisation.



Today's Technology means that a business can link with customers, staff and suppliers across the globe easily and swiftly without needing a worldwide network of people and premises.

We want to help businesses to provide a better customer experience. If your customers never visit your premises, their experience of communicating with you is paramount. It is, in effect, your brand, and it makes communications the cornerstone of your business success.

We want to help our customers build better businesses. Businesses in which people collaborate easily, systems adapt as the business develops, and managers have the data that shows them where improvements are needed most

Get in touch

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