

CASE STUDY



Discover how Knowles Fleet has streamlined their communications with 3CX VoIP

THE CHALLENGE

Following an in-depth discovery meeting, we uncovered some major customer pain points:

- ❌ **Time-consuming call reporting** – Reports had to be generated centrally and manually broken down for each department.
- ❌ **Limited flexibility** – Setting separate office hours or accommodating staff with different schedules was difficult.
- ❌ **Visibility issues** – Tracking and assigning Direct Inward Dialling (DID) numbers required lengthy report generation.
- ❌ **Dependence on IT support** – Simple management tasks often needed technical input rather than being handled internally.

CUSTOMER: KNOWLES FLEET

PROJECT: MIGRATION FROM CISCO WEBEX TO 3CX VOIP

PROJECT LIFECYCLE: INITIATED SUMMER 2025, MIGRATION COMPLETED SEPTEMBER 2025

OVERVIEW

Knowles Fleet, a trusted leader in car fleet management, recognises that clear and reliable communication is essential to supporting their customers. As their business grew, their existing phone system struggled to keep up. Day-to-day management was time-consuming, reporting was cumbersome and adapting to individual working patterns was a challenge.

To modernise communications and reduce administrative overheads, Knowles partnered with Naglotech to migrate to the 3CX VoIP system, a flexible, cost-effective, and feature-rich solution that simplifies call management while giving the business far greater control.

KEY BENEFITS

Knowles Fleet needed a system that not only streamlined administration but also mirrored familiar workflows to reduce disruption.

Since adopting 3CX with Naglotech, Knowles Fleet has reported many business benefits, including:

- ✓ **Time savings:** Department managers now generate their own reports, freeing up admin resources.
- ✓ **Greater flexibility:** Staff schedules and call routing are now easily adapted to individual needs.
- ✓ **Improved visibility:** Instant access to DID allocations helps the team manage numbers more effectively.
- ✓ **Ease of use:** Both the admin tools and user app are simple, reducing training time.
- ✓ **Continuity - but with huge improvements:** By replicating their old system's call flow, employees transitioned smoothly without disruption.
- ✓ **Significant cost savings** compared to their previous phone system.

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THE 3CX SOLUTION

Working closely with Naglotech, Knowles Fleet migrated over to the 3CX VoIP phone system, which is hosted and configured to meet their specific needs.

The system was set up to replicate the way calls flowed in their previous phone system, ensuring staff could adapt quickly with minimal training. Some of the key features implemented within 3CX include:

A user-friendly admin console: Simplifying system management without technical expertise.

Advanced reporting tools: Allowing department managers to access and schedule their own reports.

Flexible scheduling: Enabling office hours to be customised for individuals with different working patterns.

Mobile integration: Calls can be seamlessly forwarded to mobiles based on presence and status.

Intuitive mobile/desktop app: Staff members at Knowles have found the 3CX app very easy to use once set up.

Clear Direct Inward Dialling (DID) management:

Administrators can instantly see which numbers are assigned, removing guesswork and reducing errors.



CONCLUSION

The move to 3CX VoIP with Naglotech has given Knowles Fleet a communications platform that is powerful, flexible and easy to manage.

By reducing administrative workload, providing greater visibility, and improving the user experience, the system has transformed the way the business handles calls and ensures their staff and clients alike benefit from a reliable and cost effective service.