

Case Study – KX-TDA

It don't mean a thing If it ain't got that ring

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Miles Gripton, General Manager at Jagz

Jagz is a European-style café, with bars, a supper club and a night club. The whole venue is dedicated to jazz with cool sounds as background in the café, top live acts in the supper club and the widest range of modern and classic dance music in the night club. Unfortunately, you can't take an 'A' train to get there but the venue is conveniently located right next to Ascot railway station which means that as well as attracting jazz lovers, it is also packed with race goers who spill over from the nearby race course.

Jagz has recently upgraded its phone system and decided to install a Panasonic KX-TDA30, a digital hybrid IP PBX, that was supplied and will be maintained by local dealer ICS Communications. Miles Gripton, General Manager at Jagz, says that it was time for a change. He wanted something that was more flexible and had more features than the existing system and the KX-TDA30 met his requirements. Not only can this system be configured to meet present needs but it also has plenty of scope for expansion in the future as those requirements grow or change.



“We have set up some DECT extensions on the system,” said Miles “ and these enable me to get straight through to my managers, who are rarely sat at a desk. In fact, I'm happier when they aren't sat at a desk as I know they are out front managing hands-on.”

“We've also taken advantage of the auto-attendant feature on the new system and this helps direct callers to the correct extension without the need for us to have a permanent switchboard operator,” explained Miles. Jagz is very pleased with the new system, which, as you might expect from a premier jazz venue, helps to keep communications running smoothly.

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