



## CUSTOMER FACTFILE

**NAME:**  
CVM Group

**SECTOR:**  
Vehicle Finance & Leasing

**COMPANY SIZE:**  
30

**CONTACT:**  
Andrew Russell

**POSITION:**  
IT & Marketing Manager

“Onecom made a complicated set of technology structures very simple for us to use on a day-to-day basis”

## THE CHALLENGE

As a prominent vehicle financing and leasing group based in Hampshire, CVM Group provide solutions for individuals and businesses alike. They were looking to expand their ISDN and phone system, whilst being conscious of keeping their costs under control for such a large undertaking.

## THE SOLUTION

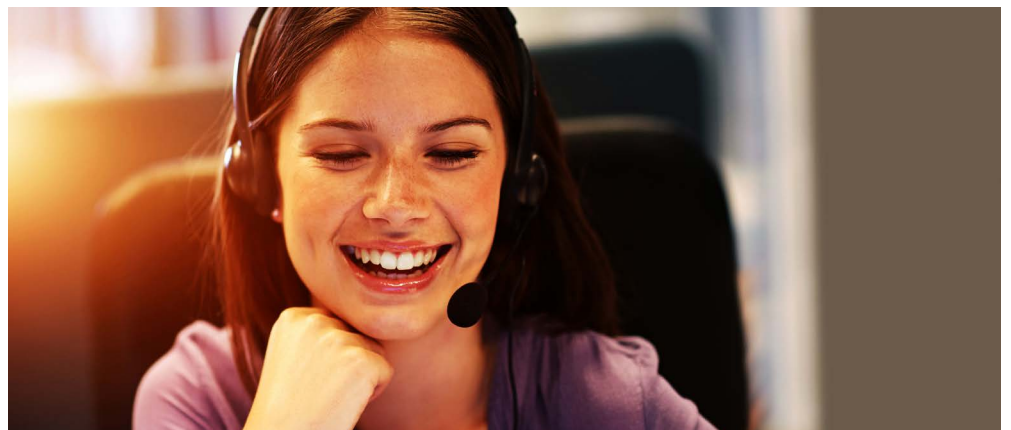
Onecom were able to offer CVM a fully integrated system that met their requirements. They found that One Net could provide the solution they needed, whilst also answering future needs for their business, saving them time and money.

The Onecom phone system now allowed CVM to provide a better service for their customers.

## THE RESULT

As a result of the structure that Onecom built into the CVM phone system, calls are now directed to the expert that can help straight away. This allows customers to deal with the same person at CVM – whether they’re at their desk or on the road.

The flexibility of the system has allowed technical restructures to be carried out very simply for the team at CVM, through the web portal or by contacting their One Net Account Manager.



## CLIENT TESTIMONIAL

“Onecom were able to offer us a far more complete system that would answer needs that we didn’t realise we had when we started the process”.