

CUSTOMER CASE STUDY

Kings Dining and Entertainment Implements the Votacall Cloud Phone System for Scalability and Unrivaed Support

Kings Dining and Entertainment is a business at the forefront of the social-scene and gaming experience industry. All Kings locations boast a diverse menu, cocktails, games, and bowling lanes all accompanied by an upscale, retro decor and the best service in the industry. Established in Boston in 2002 as Kings Bowl, Kings has expanded across the country in the following 16 years.

THE CHALLENGE

With their operation expanding, Kings needed a phone system that could accommodate their growth and connect employees working at remote locations. What's more, the staff at Kings had experienced technical failures with their previous phone system.

If the company was going to grow as its leaders believed it could, they needed to find a phone technology partner that could provide scalable solutions and eliminate the errors that had plagued their phone system in the past. In short, it was time for a change.



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THE SOLUTION

To implement that change, Kings reached out to Votacall in order to facilitate their expansion efforts and ease their technical issues. Kings' VP of Operations Technology Erin Callahan said that the choice to switch to Votacall made sense on a number of levels. First, the Votacall team made an effort to understand not only the nature of Kings' business — but also the direction they wanted to take in the future.

In addition, Callahan noted how Votacall reps explained all the options available to the company early on and made communication a priority. Also, Votacall had solutions ready to go for some of the issues that had hampered Kings in the past. Upon implementing the Votacall hosted VoIP phone system, inter-office communication improved and the staff gained the ability to access call rerouting features when interacting with customers.

Lastly, Votacall Hosted VoIP is a fully managed service providing Kings with 24/7 technical support something they desperately needed but lacked previously.

“It (Votacall) has helped from a guest perspective in the ability to transfer guests between venues,” Callahan said. **“Also if the internet goes down we can reroute calls to another location unnoticed by the guest.”**

Callahan also said that the Kings staff from the sales department to the management team noticed the ease with which Votacall's Cloud phone system helped them connect to other employees.



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THE IMPACT

Since 2009 Kings has undergone a rapid expansion moving into new markets like Orlando and Chicago. In all, Kings has added eleven locations — and is still looking to grow. And Votacall's hosted VoIP phone system has proven to be an integral part of their success.

"There is so much more flexibility to what we can do now than with the previous system," Callahan said.

With a hosted VoIP phone system through Votacall, companies can enjoy a number of features designed to provide adaptable solutions in an ever-changing business world. Remote connectivity, CRM integration capabilities, app downloads, and voicemail-to-email security are just a few ways Votacall works to ensure its partners have everything they could possibly need from their phone system.

However, despite these tech advancements, there are certain practices that always have a massive impact when it comes to building a strong business relationship. Things like customer service and ultra-responsive IT support are hallmarks of a company that cares about more than just the bottom line. And it's that commitment to the customer that helps Votacall stand out and partner with thriving businesses like Kings.

"Votacall has always gone above and beyond to reach out if a location service has been interrupted — sometimes before the location has realized this," Callahan said. "When we've had unforeseen disastrous issues with a location (unrelated to Votacall) there has never been an excuse that it's not their problem. They've worked to help us get a solution or sent help out in an extremely fast manner."

Kings needed a hosted VoIP Provider that would eliminate technical issues, that could offer scalable solutions as their business expanded, and that would allow employees to communicate from remote locations. In partnering with Votacall, they received all of those services and more. Callahan said that they were pleasantly surprised with their new phone system's ability to make inter-office communications between sales and management so easy. And of course, the 24/7 IT support is essential for any company seeking to grow.

All of these advantages have helped Kings manage their expansion, and their decision to stick with Votacall after all of these years is easy to understand. For Votacall and Kings the future is bright!



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ABOUT VOTACALL

Votacall is a leading provider of cloud-based voice solutions and business communication systems, with expertise in VoIP, unified communications and call center design and deployment. The company is committed to delivering best-in-class solutions to its customers – helping them stay ahead of the technological curve at the lowest total cost of ownership.

For more information, visit www.votacall.com.

ABOUT KINGS

Kings Dining & Entertainment was established in 2002 (as Kings Bowl) in the heart of Boston's Back Bay inspired to merge genuine food, creative cocktails, and social gaming to create the ultimate entertainment experience.

Since then, they've expanded across the country with each Kings location bringing this inspiration to life with upscale, retro-inspired décor and best-in-industry service.

For additional information, visit www.kings-de.com.



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