

Pan World Brands & Worldwide Golf Case Study



ABOUT

Julie Davies is secretary to the Chairman at Pan World Brands and Worldwide Golf, two companies working under the same director from a shared premises.

Pan World Brands imports and exports stylish workwear solutions by brands like Lee Cooper Workwear and Goodyear Workwear. They also handle Gold's Gym sportswear. The golf division includes Island Green medium-range products, while Worldwide Golf focuses on high-end golf equipment and accessories.

Julie can't talk highly enough about Bluebox's reliability and efficiency: **"You've got fantastic backup... they looked after us, to be honest. And what I like is the quick service, you don't have to wait and they get onto it straight away."** She particularly loves the way they work: **"They were very clean... they tidy up after themselves... at the time when we moved in here, we had boxes everywhere... but they looked after us."** Their attention to detail has been noticed by others in the industry.

THE CHALLENGE

Prior to working with Bluebox, when the companies were based in Salford, they experienced significant communication issues. **"Before we moved here we had endless problems with the system going down,"** Julie recalls. As a business heavily dependent on telecommunications for international customer contact, conference calls, and Zoom meetings, any disruption was critical. She emphasises this point: **"It's the main part of our business. If we can't communicate... if we're without phones for a day, I mean, it can cost us a lot of money."** They also needed a solution that would support remote working capabilities for staff traveling from distant locations.

THE SOLUTION

Bluebox implemented a comprehensive telecommunications system. **"We do a lot of conference calls and Zoom calls because we do have international customers and with the time difference etc, it works well for us that way,"** Julie explains. The solution includes an integrated phone system supporting both office and remote working, flexible call routing to ensure calls are always answered, and remote management capabilities for system updates and changes. The quality of installation has been particularly impressive: **"We've got a comms room and what a neat job it is... Even the CCTV people commented on it."**

THE OUTCOME

1 The implementation has been highly successful. **"We've not had any problems whatsoever,"** Julie says. **"If we have had issues, they've been minor and they've been resolved straight away within the hour. I don't think we've ever waited longer than that."** This is a significant improvement from their previous situation, with most technical issues now handled remotely without requiring on-site visits.

2 The system has proven particularly valuable for flexible working arrangements: **"We have quite a few that have relocated and some come from quite a way off. So rather than traveling every day, they work from home... it works fine that way for us."** It also means they are able to provide efficient reception coverage during lunch breaks - the business keeps running when people are not there.