

Comms tools for today's business

Case Study: Kitchen Mania

NextVoice Streamlines Multi-Site Communications for Kitchen Mania, Enhancing Customer Service and Operational Efficiency

Customer Overview

- Industry:** Kitchen design, manufacturing, and installation
- Location:** New Zealand
- Size / Scale:** Multiple showrooms and manufacturing facilities, serving residential and commercial clients nationwide
- Overview:** Kitchen Mania is a leading New Zealand kitchen specialist, delivering bespoke kitchen design, precision manufacturing, and professional installation. With multiple showrooms and a central manufacturing hub, Kitchen Mania coordinates design consultants, production teams, and installers to deliver high-quality, customised kitchens to customers across the country.



The Challenge

Before moving to NextVoice, Kitchen Mania was using an international cloud telephony platform often promoted as a world-leading American solution. While the product had global recognition, it proved unsuitable for Kitchen Mania's needs. The business faced:

- **Slow service turnarounds** from a local support team reliant on an offshore support team, impacting responsiveness when issues arose.
- **Low satisfaction levels** due to limited local engagement and a lack of tailored support.
- **Complex day-to-day management**, making it difficult for internal staff to adjust call flows, add users, or make quick changes without external intervention.
- **High ongoing costs** that didn't align with the level of service or flexibility required.

Recognising these limitations, Kitchen Mania began searching for a **local solution** that could deliver faster support, easier management, and a platform tailored to their workflows. They chose **Vadacom** for its locally developed **NextVoice** platform and the ability to work directly with an in-house development team — ensuring the system could be customised to their exact operational requirements.



The Solution

Vadacom deployed **NextVoice** in a multi-site configuration, connecting Kitchen Mania's showrooms, manufacturing facility, and mobile installers under one secure, cloud-based platform. Key elements included:

Work-from-anywhere capability — enabling consultants and installers to take calls on mobile, desktop, or browser with their work extension following them.

Centralised admin portal — allowing quick updates to call flows, IVRs, and time-of-day routing without waiting on external support.

Custom call handling rules — ensuring customer enquiries are routed to the right team without delay.

Hardware flexibility — integrating existing devices alongside new IP phones.

Direct collaboration with Vadacom's in-house developers — tailoring features to Kitchen Mania's operational needs and ensuring rapid deployment of enhancements.

The Results

Quantifiable Outcomes

- Reduced missed calls through improved call routing. Cut provisioning time for new staff from days to **under 1 hour**.
- Achieved **99.999% uptime** across all locations.
- Enabled **100% mobile accessibility** for field installers, consultants, and showroom staff — with the entire workforce now operating through NextVoice apps on their devices.

Qualitative Wins

- Unified communications improved coordination between design, manufacturing, and installation teams.
- Faster response times to customer enquiries, enhancing service quality.
- Greater flexibility to adapt call flows during seasonal peaks or promotional campaigns.
- Entirely mobile workforce empowered to work from anywhere, with consistent access to business communications tools.
- Stronger relationship with a local provider who understands their business.

Discover how NextVoice can transform your business communications.

Call us 092220684 | sales@vadacom.com | vadacom.com

