

elitegroup

# Golden Eagle Luxury Trains

CASE STUDY (CCaaS)

---

A close-up photograph of a luxury train car. The car is white with a blue stripe along the bottom and a gold stripe above it. The word "BUDAPEST" is written in large, blue, serif letters on the side of the car. A window is visible on the right side of the car. The background shows a blue sky with white clouds. A green diagonal graphic element is overlaid on the left side of the image.

BUDAPEST

# The Background

---

Golden Eagle Luxury Trains is the world-leading operator for long distance luxury rail travel providing tours through Central Asia and Europe.

The business was relying on a legacy system and approached us to provide them with an up-to-date, feature-rich alternative that suited their needs more effectively.

We proposed a feature-rich 8x8 system that is internet-based and provided a variety of features that would benefit the company's operations.





## The Challenge

---

Golden Eagle have partnered with us to supply their communications solutions for a number of years and when the time came to upgrade this technology, they relied on us to find the best solution for the job.

After utilising a landline system from Elite Group, this technology was no longer fit for purpose, cost-effective and would be affected by the impending PSTN Switch-Off. We approached Golden Eagle to notify them of their alternative options that would meet the current needs of the business, save costs and prepare their communications for the future.

We proposed a feature-rich 8x8 system that was internet-based and provided a plethora of features that would benefit the company's operations.

# The Solution

We offered a digital-ready 8x8 system that offered many benefits including cost-savings, future-proofing communications and enabling communication on-the-go.

We provided the 8x8 platform and secured a cost-effective monthly payment plan that fit Golden Eagle's budget and made billing straightforward. We offered a team of engineers and a project manager to oversee the implementation of the solution and to ensure the project runs to time.

To ensure a smooth and timely implementation, we provided a dedicated team of engineers led by a project manager. Additionally, Golden Eagle received comprehensive support, including access to specialist information and guidance, even during off-hours and holidays.





elitegroup

## The Results

Golden Eagle now have access to a feature-rich communications system that is better suited for supporting the business's operations.

Their new phone system is prepared for the PSTN switch-off as it is internet-based and their team has access to a range of modern features that have the power to streamline communications and allows access to team members on the go.

The solution is billed via a monthly cost that was cost-effective and Elite Group have provided a project team and a project manager to oversee the implementation of the solution.

“

I would recommend Elite Group for their customer service, their approachability and speed of delivery, as well as their project management.”

”

ANNE CASSIDY | FINANCE ASSISTANT |  
GOLDEN EAGLE LUXURY TRAINS



**elitegroup**

Tel. 0344 875 8880

Web. [elitegroup.com/contact](http://elitegroup.com/contact)

**Head Office**

Matrix Industrial Park | Eaton Ave  
Buckshaw Village | Chorley | PR7 7NA

©Copyright 2024 Elitelife.com. PLC, trading as Elite Group. Registered in England. Company No. 03228824. VAT No. 173 1831 16. All rights reserved.