



HolidayTaxis

making travel easier

*Seamless Integration, Superior Savings:
Holiday Taxis Advancement through West Pier
Telecom's Expertise*

In 2023, Holiday Taxis upgraded its communication system by partnering with West Pier Telecom to integrate 8x8 UCaaS and CCaaS solutions, including an AI chatbot. This shift from an Avaya IP Office cloud solution to 8x8 reduced operational costs by over £120,000 annually. The AI chatbot processed 308,000 chats in the first year, offering 24/7 customer service in seven European languages. The new system, known for 99.999% uptime, supports remote operations and enhances collaboration, showcasing West Piers role in optimising telecom solutions efficiently.

