



CASE STUDY: DECORPART LTD

THE SITUATION

Based in Nelson, Lancashire, Decorpart Limited is a world-class manufacturer of anodised components for the pharmaceutical and cosmetic industry.

- Turnover in the region of £13 million.
- Export high quality products all over Europe and beyond.
- Recently begun to manufacture in the Far East.

As a result they have a requirement for extensive telecommunications and PC compatibility.

THE SOLUTION

“We looked into using Neil Howard Telecoms upon the recommendation of one of our suppliers.”

Word of mouth is perhaps the best form of advertising, and despite using a different supplier at the time, this was enough to prompt their initial approach. “They obviously possessed a great deal of expertise and were quick to rectify problems in a highly professional manner. Neil Howard Telecoms have posed us no problems at all.”

THE RESULT

They were after some guidance as they were unsure as to what was available on the market and what their systems were compatible with.

Neil Howard Telecoms introduced them to:

- Top-of-the-range technology.
- Keep them right up to date on new products and developments.

Of the service providers, Decorpart believed that Vodafone offered the most comprehensive service for the business user.

They use...

- Bluetooth
- Data cards and GPRS.
- Mobile phones - Nokia in the main, although they also possess a few Sony Ericssons.



Neil Howard Telecoms has managed our mobile telecoms for over 2 years. In this time both queries and problems have been resolved with unfailing courtesy and looking to find solutions speedily and effectively. They display a ‘can do’ mentality which is very refreshing and sadly quite unusual. Everything they have promised to do, they have done and I feel confident that I can trust them to provide an excellent and efficient service to others

Tony Whitwell – Decorpart Ltd – Nelson

HOW DECORPART AND NEIL HOWARD TELECOMS WORK TOGETHER

Firstly, there is just one point of contact for all their requirements rather than the multi supplier situation.

- The technology allows their personnel travelling abroad to access their server 24 hours a day:
 - They can read their e-mails.
 - Schedule appointments.
 - Update their diaries whilst on the move.
 - It allows them to communicate if there are problems with telephone lines in hotels.
 - It is less expensive and also overcomes the time difference situation.

- The greater efficiency levels enjoyed by their travelling personnel frees up several extra hours a day to concentrate on other duties.
- They now have an efficient mobile service whereby problems are promptly rectified with an alternative phone provided within 24 hours when necessary.
- The shared minutes tariff has reduced their bills. Those requiring more minutes simply use up those unused by other members of staff.

“Neil Howard Telecoms are very helpful and always show us new technology to keep us up to date. Our knowledge was limited but now we are ahead of our competitors. In terms of cost cutting and special deals, they work exceedingly hard on our behalf.”



Neil Howard Limited

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ABOUT NEIL HOWARD TELECOMS

Neil Howard Telecoms was established in 1985, with over 20 years experience in telecommunications.

How can we help you?



VOICE



LANDLINE & IP TELEPHONY



DATA



VEHICLE TRACKING