



CASE STUDY: FRASER EAGLE GROUP

THE SITUATION

Fraser Eagle Group supply replacement road transport for rail and air in both pre-planned and emergency incidents.

- Turnover reaching almost £50 million.
- They currently employ in the region of 400 people.
- Of these, only 150 are office based.
- It is crucial in order to deliver the service to their customers that they have robust communication links with their customers, suppliers and staff.

Previously they had been with O2. During the 18 months they were with them they realised that they were becoming increasingly more expensive both in call costs and line rental. With a monthly spend on mobile phones of almost £11,000, they decided to source an alternative supplier or at least totally re-negotiate the existing contract.

THE SOLUTION

They held negotiations with 4 suppliers, all of which were dealers, with the exception of direct negotiation with O2. This meant they had to consider all the other major networks including Vodafone and Orange.

THE RESULT

“We find the customer service provided by Neil Howard Telecoms excellent.”

It takes just one call to sort out...

- network issues
- coverage
- accounts problems
- and a whole host of time consuming problems.

They have:

- 179 mobiles currently in use.
- Approximately 50 of these are Nokia 6310i, selected for their business capabilities, Bluetooth compatibility and sturdiness.
- The remainder are Nokia 3310, a basic, uncomplicated phone that matches its purpose perfectly.



“We find the customer service provided by Neil Howard Telecoms excellent. It takes just one call to sort our network issues, coverage, accounts problems and a whole host of time consuming problems. We now ring customer services and they sort it for us – almost immediately. We would definitely recommend Neil Howard Telecoms”

Caroline Smith – Fraser Eagle Group

HOW FRASER EAGLE GROUP AND NEIL HOWARD TELECOMS WORK TOGETHER

Their annual mobile phone bill is in the region of £132k. After researching and analysing their calls and usage patterns,

“Neil Howard Telecoms predicted savings of approximately £30k per year.”

- They regularly use SMS texting. They find it is an excellent way to get a message across quickly. It is becoming increasingly important.
- They have seen a reduction in their bills although it is too early to place a definite figure on this.

They will shortly be receiving their bill in CD-Rom format. This will reduce the workload and assist in analysis. This will be particularly beneficial in the re-invoicing of personal calls.

“We would recommend Neil Howard Telecoms:

- The customer service is very good and certainly to date, everything we have requested has been delivered promptly. They are always accessible and this makes queries and problems much easier to solve.”



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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