

CASE STUDY: FURNICO

THE SITUATION

Furnico is the UK's leading upholstered furniture manufacturer. Having won widespread acclaim from UK retailers for their already extensive and commercial range, they are now drawing inspiration from some of the world's top designers and boasting an exciting range of modern, traditional, motion, static, fabric and leather furniture meeting the needs of the most discerning buyers. In order to retain their leadership, Furnico need the right Telecoms partner to assess the latest technologies and demonstrate how these technologies can improve their business.

THE SOLUTION

- Reducing Costs: Checking on a regular basis which tariff Furnico is on, allows Neil Howard Telecoms to place them on to the right tariff ensuring that Furnico get the cheapest calls possible, including free calls back to the office.
- Increasing efficiency: BlackBerrys have allowed the Company Directors and Senior Management to utilise their time in the office more efficiently, by answering e-mails on the move they are not chained to their desks. Customers, Suppliers and Staff are able to reach them more quickly than ever before.
- Complying with legislation: Having car kits and Bluetooth headsets means that staff can be on the move and still keep in touch whilst complying with the latest Government Legislation.

THE RESULT

Furnico is taking advantage of the latest technology not only to increase efficiency but to reduce costs too without sacrificing their customer satisfaction.

HOW FURNICO AND NEIL HOWARD TELECOMS WORK TOGETHER

"Neil Howard Telecoms provide service, help and information that is second to none. All our needs are taken care of in a proactive way, which means one less problem to worry about."

Joanne Shackleton – Accounts Assistant – Furnico Limited



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**Joanne Shackleton
– Accounts Assistant – Furnico Limited**



Neil Howard Limited

Units 1 & 2, Lower Philips Road, Whitebirk Industrial Estate, Blackburn, Lancashire BB1 5PG

Tel: 08702 646464 Fax: 08700 606070

Web: www.neilhoward.co.uk Email: enquiries@neilhoward.co.uk

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