

## CASE STUDY: ULTRAFRAME

### THE SITUATION

Ultraframe have been the market leaders in the design and manufacture of conservatory roofing systems for more than 20 years. Their ongoing commitment to research and development has led to the introduction of industry leading products and technological advances designed to make life easier for conservatory fabricators and installers.

Ultraframe's mission is to be the leading provider of conservatory systems for home improvement and new housing applications in the UK and Europe.

Having the right communications in place will help them to achieve their corporate goals.

### THE SOLUTION

Ultraframe were unhappy dealing direct with the incumbent network provider because they were too "comfortable" with the account, costs were rising and they lacked of flexibility.

Ultraframe moved to Neil Howard Telecoms because of their proposition on price, promise of service, proactive account management and tangible evidence of a proven track record.

### THE RESULT

Ultraframe were able to agree a tariff which allowed free inter-company calls. They are currently using 21,000 minutes per month to company mobile phones from company mobile phones which are not charged.

With a tariff that allows them to call their drivers, sales team, and customer service team, free of charge, it has improved their communications and the ability to offer timely, accurate service to their customers.

Furthermore, using CD billing has allowed Ultraframe to continually review their expenditure and drill further into the information and identify trends. It also provides control whilst being quick and easy to use.

Their annual savings in the first year were circa £25k.

### HOW ULTRAFRAME AND NEIL HOWARD TELECOMS WORK TOGETHER

Ultraframe has no negative issue with Neil Howard Telecoms. They value Neil Howard's good, proactive service.

"I have a very positive view of Neil Howard Telecoms and the people I come into contact with. Helpful and knowledgeable."

**Jonathan Downing - IS Manager - Ultraframe (UK) Ltd**



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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