



CASE STUDY: WYKAMOL

THE SITUATION

Wykamol is the market leader in the provision and development of products for the remedial treatment industry. More over, Wykamol has pioneered significant technical advances and now leads the market in the development of the most environmentally and safety conscious products available today.

Not only the most effective against damp and decay, Wykamol products also offer the highest standards of safety for operatives and building inhabitants.

In order to remain at the top, cutting edge technology and cost savings are vital. This is where Neil Howard Telecoms can help.

THE SOLUTION

In one of the regular meetings with Neil Howard Telecoms, we noticed that Wykamol had high levels of calls between their employees, such as the sales team calling back to the office for some customer information, or calling each other for some product questions, etc.

Moreover, Neil Howard Telecoms found out that the sales people would submit customer orders at close of business when they got home as they did not have email on the move. That meant a delay on delivering the products to customers as the order would not be able to be processed until the following day.

Wykamol was advised to move to a new tariff where employees could make calls to each other and back to the office free of charge. This has helped the company decrease costs without decreasing efficiency.

Windows Mobile was the ideal solution for the sales team, allowing staff to submit orders back to the office during the day, without waiting until the end of the day when they got home.

THE RESULT

Saving costs on their calls and the ability to access email on the move have increased Wykamol's productivity and earned Wykamol a higher level of customer satisfaction as their response rate increased.

HOW WYKAMOL AND NEIL HOWARD TELECOMS WORK TOGETHER

"We have been with Neil Howard Telecoms for over 15 years and we are very pleased with the service that we have. Neil Howard Telecoms has nice, friendly and very efficient staff who are always there when you need them"

Linda Street – Company Secretary – Wykamol Group

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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