

Environmental safety and compliance business improves coverage and cuts costs with dedicated communications partner

Fast facts

Customer

Lexia Solutions Group

Web site

lexiasolutionsgroup.co.uk

Number of employees

600

Country or region

United Kingdom

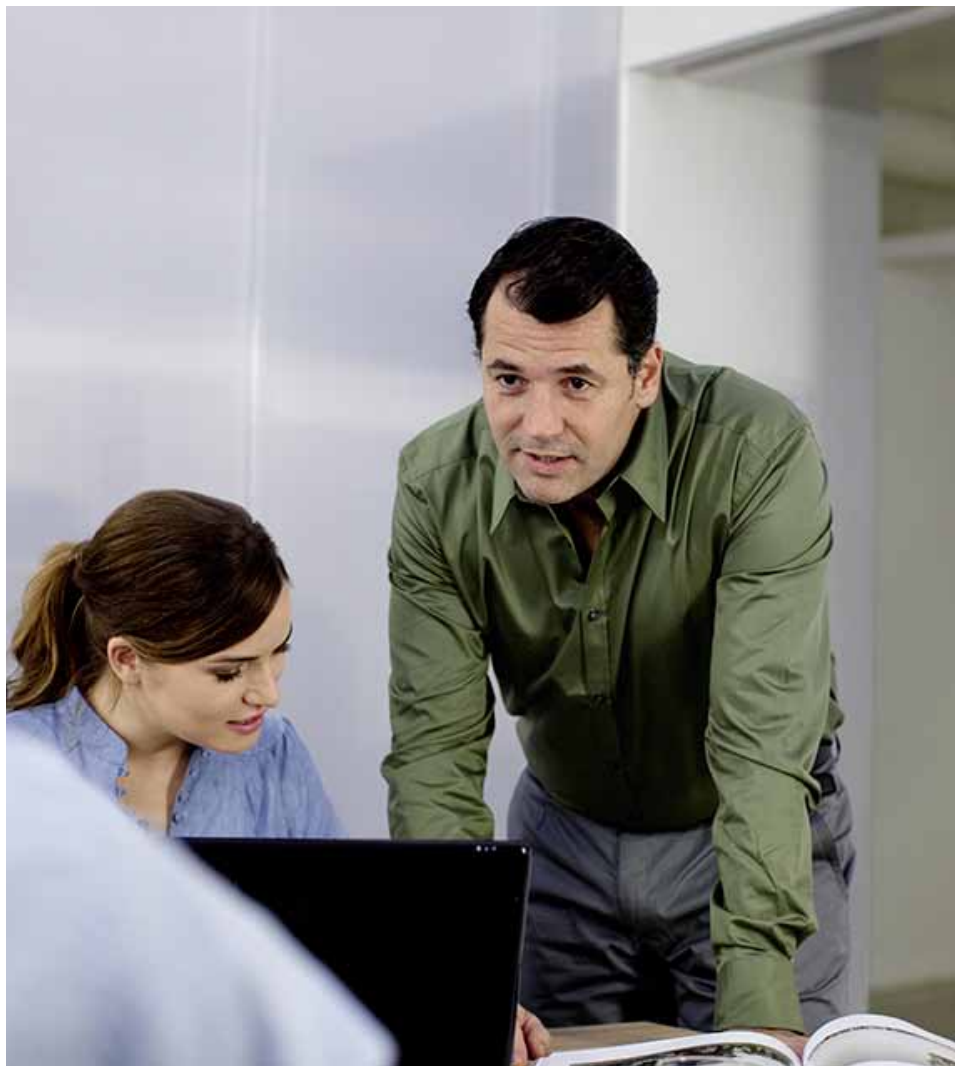
Industry

Environmental Safety and Compliance

Customer profile

Lexia Solutions Group delivers a variety of services to public and private sector clients, including environmental, demolition, and health and safety compliance services.

Employees at Lexia Solutions Group depend on reliable mobile communications to keep in touch with clients and colleagues when working on building sites or travelling to visit customers. By switching providers, Lexia Solutions Group has solved its mobile coverage issues and manages its costs more effectively. Now, it has a flexible contract and a dedicated account manager who provides detailed monthly reports and advice on how to control expenditure.



“Thanks to Wish Communications and Vodafone, we no longer have any coverage issues. But, more importantly, we have a business partner that works with us to keep costs down, while delivering an outstanding service.”

Darren Ward,
Group Procurement Manager,
Lexia Solutions Group

Lexia Solutions Group is one of the UK's leading health, safety, environment and risk management businesses. It comprises four organisations: Rhodar, an asbestos removal contractor; Life Environmental Services, which helps customers comply with environment legislation; Thermac, which supplies and services construction equipment; and Bagnall, one of the UK's most established demolition contractors.

Given the group's strong focus on construction and demolition, it's not surprising that many employees spend much of their time away from the office. They include surveyors and environmental specialists working on building sites, as well as the company's sales force, which is responsible for new business and managing existing clients.

Darren Ward, Group Procurement Manager, Lexia Solutions Group, says: "Good communication is essential for the smooth running of our business. But mobile coverage with our previous provider wasn't adequate. At the same time, it was becoming difficult to manage the overall cost of the service."

This became a pressing issue when monthly mobile communications costs from the incumbent provider spiralled out of control. "It's all very well having a business mobile contract with agreed tariffs," says Ward. "But if you overstep any of the parameters for the number of voice minutes and texts, or overseas roaming, for example, you can quickly run up expensive bills."

With that in mind, Ward and his team set out to find a new service provider. "We weren't necessarily looking for the least expensive contract," he says. "We were equally keen to find a partner that could help us keep a lid on the costs and manage billing issues if they arose."

Following presentations from several businesses, Ward selected regional Vodafone Platinum Partner Wish Communications. "We were impressed from the outset by the openness of the Wish Communications team when it came to negotiating costs. We were also convinced by its promise to provide a dedicated account manager who would work with us month by month to analyse mobile traffic and find ways of keeping bills down," he says.

The contract was signed with Wish Communications and one month later the switchover took place. Wish Communications supplied 70 existing BlackBerry® device users with new SIM cards, while a further 230 employees took delivery of Nokia devices. Another 50 employees have datacards for their laptops. In addition, Wish Communications provided Vodafone Sure Signal packages to an executive living in a remote location and one Lexia Solutions Group office that had weak mobile coverage.

"The Wish Communications team made sure that there was little or no disruption for employees during the switchover," says Ward. "It helped us prepare detailed welcome packs in the run up to the deadline. The account manager was also in our offices on the first two days of the contract, assisting us in troubleshooting any issues. This was really helpful for BlackBerry device users who had to replace their SIM cards and then unlock their devices."

Lexia Solutions Group is also taking advantage of the Vodafone Business Choice price plan, which enables the company to mix and match voice, text and data tariffs to employee demand. In addition, Wish Communications provides monthly reports, identifies activities that risk driving up costs, and recommends actions to prevent this from happening.”

“It’s a very business-friendly approach,” says Ward. “If employees exceed the number of permitted texts in their contracts, we can quickly intervene to make sure they stick within the limit. Or we can add further texts at a reasonable price, if we think their job roles have changed and they need to send and receive more messages.”

The Wish Communications account manager also helps the company intervene if employees are using their devices for expensive services such as international roaming, automatic call back or directory enquiries.

“Thanks to Wish Communications and Vodafone, we no longer have any coverage issues. But, more importantly, we have a business partner that works with us to keep costs down, while delivering an outstanding service,” says Ward.

For more information, visit wishcommunications.co.uk or call 0845 301 1902.

© July 2011. Vodafone Limited.

Vodafone Limited, Vodafone House, The Connection, Newbury, Berkshire RG14 2FN.
Registered in England No. 147587.

vodafone.co.uk/business

