



ENTO Ltd Case Study and Testimonial

Since its inception in 2003 as a privately owned company, in just six years ENTO Ltd has progressed to be a major deliverer in the learning and work arena, offering a comprehensive and ever-growing package of services to support and develop 'people who work with people'. Its activities are delivered and managed across the UK from two main sites – Leicester and Cardiff. To find out more please visit www.ento.co.uk

As with every business, cost and quality of service were paramount to the requirements of the business with relation to both the mobile communication as well as the office telecommunication needs. With the company mobiles being on Vodafone, the telephone system being with another supplier as well as two suppliers for the office lines and calls, the main aim of the project was to try and consolidate these as much as possible to not only cut cost but also reduce the administration and management of these accounts.

Following detailed discussion on all of these levels, freshbaked communications were in a position to use their independent and impartial advice to find the correct package for the business and put all of the mobiles and landline functions onto a single monthly bill broken down by cost centre available on a "real time" online billing portal. This not only reduced the costs that were being incurred but tidied billing and processes up considerably. Over the 2 years they have been working together, the account has gone from strength to strength with the introduction of over 20 Blackberry and Mobile Data Card devices to allow members of staff to remain contactable whilst out of the office but also significantly improve the experience customers are receiving through increased levels of productivity.

"The service levels we have received from freshbaked over the last 2 years have been excellent and they are always willing to go that extra mile to make sure that our requests are met. The face to face quarterly reviews that we receive from our dedicated Key Account Manager really help us monitor our ongoing costs to make sure we stay within budget and not overspend unnecessarily. The online billing portal makes it significantly easier for us to see where our money is being spent. We look forward to continually working with freshbaked and forging an even stronger relationship in the future. We wouldn't hesitate to recommend their services to other businesses if requested"
Marie Jeffery Group Finance Manager.

For more information on the products and services freshbaked can provide please contact us on 02920 491 491.