



Rhys Davies Freight Logistics was founded in 1952. In the last 15 years, the Company has grown from a single base in South Wales into a national company with eight depots throughout the UK.

It offers a comprehensive nationwide pallet distribution service, as well as specialising in "Total Logistics Solutions" to customers with more demanding warehousing and distribution requirements. It has an annual turnover in excess of £37m, and over 400 staff. They pride themselves in offering an unparalleled, tailored service due to their nationwide network of operating centres and their commitment to understanding the individual needs of all types of customers. For more information please go to www.rhysdavies.co.uk

With a large operation spanning across the whole of the UK, the management of a fleet of over 240 mobiles and offices in 11 locations will always be a time intensive task but key to the success of the business. As with every business, cost and quality of service are 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 managed through one of the major networks directly and the office telecommunications through an alternate supplier, 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 time of these accounts. A big focus was to improve the service levels being received from suppliers with reference specifically to response times and ongoing management of the account.

After 6 months of negotiation, the full contract was awarded to freshbaked communications based on the overall suitability of the solution and expertise they demonstrated in the marketplace. A significant part of the management of this whole process firstly involved the porting of 242 mobile numbers including the distribution of Fixed Dialling Devices in all the fleet of Lorries across the UK which went very smoothly. Following detailed discussions with all relevant internal parties, freshbaked were in a position to put all of the mobiles and landline functions onto a single monthly bill broken down by dedicated cost centre and username available on a "real time" online billing portal. Rhys Davies also required monthly reports for all numbers to be able to cross charge between users which is all organised and presented by freshbaked every month. This consolidation of billing gives the departments a better understanding of monthly costs while freeing up important operational time.

"The decision to partner with freshbaked communications wasn't made lightly and we genuinely felt they would be the best people to provide the high levels of service we required. They certainly haven't disappointed and have delivered in all areas we expected. The friendly and professional face to face approach has surpassed our high expectations"

Mark Richmond – Managing Director.

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



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