



Case Study & Testimonial

Whitehead Building Services Ltd

Since 1978, Whitehead has developed into one of the UK's most successful building services companies. As a committed and forward thinking employer with a growing and developing team of loyal and committed staff, they have consistently exceeded customer expectations. Offering the highest quality building services with a commitment to personal attention, their business philosophy focuses on creating long-term high quality relationships with all of their customers. With an extensive range of Mechanical, Electrical and Maintenance Building Services, Whitehead Building Services is one of the Country's most respected building services providers. Professional, customer focused, quality driven and a pleasure to work with are all attributes Whitehead Building Services are proud of. To find out more please visit www.whiteheadbuildingservices.co.uk

With over 70 staff members across the business, Whitehead are a big player in the building industry around the South Wales & the West and state of the art communications and innovation is in the forefront of the business strategy. Having introduced a new telephone system in 2007 when they moved into purpose built premises in Newport, the brief was to look at a solution with WIFI and SIP enabled mobile handsets which automatically connect to the telephone system when the users walk into the building giving them a single device to use on the move and when in the office.

Having used the Orange network for the mobile fleet since the inception of the business, the main driver was to maintain the quality of calls but bring the business communications into the 21st century by introducing new technology at the same time as driving down the monthly running costs. Due to the nature of the business it was imperative to provide a solution that was robust and able to withstand the environment they were working in whilst making sure that the users had the ability to communicate seamlessly when out of the office. By introducing a fleet of Symbian Mail for Exchange devices sharing a group bundle of data and voice minutes, enabled them to synchronise their email and calendar directly with the Exchange Server in a very cost effective way. Through detailed analysis of billing data and speaking in depth with the key decision makers, Freshbaked communications were in a position to use their expertise to find the correct package for the business and put them all onto the online billing portal. This not only reduced the costs that were being incurred but tidied billing and processes up considerably. Based on the levels of service and customer care provided, Freshbaked will be looking at the landline requirements in the future and how they can incorporate this onto the single monthly invoice also.

"We rely heavily on our telecommunications set up and from the outset, the support and proactive management of the account by Freshbaked personnel has been superb. The quarterly reviews which happen without fail keep us on top of our expenditure whilst introducing new ways to cut costs in a very competitive marketplace. We have definitely made the right choice of supplier"

Ian Cummings - Director.

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