

CASE STUDY 2



THE CLIENT

Treetops Nurseries



THE CONSULTANT

Steffan Dancy (Managing Director)



THE PROBLEM

Neil Ruecroft the Estates and Project Manager approached the MD Steffan Dancy to understand the value of using Rydal Communications to manage his landline estate. The existing incumbent supplier of landline services alongside other suppliers of services to the treetops estate was making management and control of both spend and understanding usage difficult and time consuming. Management of multiple suppliers was taking up too much of Neil Ruecroft's core time as he has many responsibilities for Treetops and he was finding it increasingly difficult to make informed decisions on managing the landline estate



OUR APPROACH

Rydal Communications already managed the mobile estate with multiple mobile units across the UK.

The management Information provided to Treetops on usage and useful data was providing good value and in doing so Neil could make informed decisions to ensure quality of service.

The approach taken was to propose a similar solution with the landline estate. From the details of existing usage Rydal were able to deliver a consultative approach and deliver a more cost effective solution and at the same time provide management Information of a quality which enables good insight into usage of landline across the sites in the UK.



OUR SOLUTION

Thea solution involved taking the landline data on rental and usage from calls. Using Rydal Communications own billing platform we provided a commercially competitive proposal with the added benefits of commitment on a regular basis to deliver quality management Information and reporting.

This followed in a similar format to the mobile services also provided. The significant value from investing with Rydal for landline solution enabled Treetops to consolidate suppliers into one and have similar reporting to understand usage across the estate of Nurseries and enable informed decisions to be taken.



FURTHER COMMITMENT FROM TREETOPS

Treetops Nurseries have been so delighted with the level of service they now have with Rydal Communications for both Landline and Mobile that they have now committed with Rydal to have a selection of their Telephone systems maintained by Rydal. As a requirement arises for an engineer visit or indeed remote access to diagnose a problem on the telephone system, This is organised in an effective and efficient manner by Rydal's support desk.

