



The Facts

ENRC are one of the leading diversified natural resource groups with integrated mining, processing, energy, logistical and marketing operations. ENRC operates in Kazakhstan, China, Russia, Brazil and Africa (the Democratic Republic of Congo, Zambia, Mozambique and South Africa). The Group's strategy aims to bridge its current position as a diversified natural resources group largely based in Kazakhstan to its future opportunities as a more broadly based international mining group. ENRC currently employs over 72,000 people, of which 65,000 are located in Kazakhstan.

The Challenge

ENRC initially connected 2 users with PMGC in 2007. Their base has now grown to 187 users, with new connections being added on a monthly basis. Due to the rapid growth of their business and expansion into new global markets, users are required to travel worldwide at very short notice. Therefore, ENRC have a lot of urgent requests that require a rapid response time and turnaround to orders is mission-critical to the success of their business. ENRC's mobility contract is managed internally by their extremely busy IT team, who need to pick up the phone or send an email with the confidence that their request will be dealt with in a timely manner, and they are not required to explain the need for urgency or the full details of their account. Monthly monitoring of expenditure to manage budgets can be difficult, due to the rapid expansion of the mobility fleet.

The Solution

Working closely with PMGC, ENRC are assigned a dedicated Account Manager and Account Executive, who fully understand their business requirements and the need for urgency in handling requests. All new connections are processed and managed through to completion with Vodafone within an hour of the request being received. With an account growth of this magnitude, ENRC can easily overspend if their monthly bundled tariff is not pro-actively monitored. PMGC review ENRC's Vodafone invoice and usage on a monthly basis, ensuring that costs are effectively managed by adding roaming voice and data bundles to minimise expenditure, allowing the IT team to focus on their core business.

Gavin Palmer - Senior Systems Administrator
Eurasian Natural Resources Corporation PLC

"PMGC provides a top quality professional service which alleviates the time and effort it takes dealing with the Carrier Network directly. This allows us to put more time and effort into operational and strategic IT endeavours that we undertake for ENRC in London and the rest of Europe."

"PMGC also provides exceptional reporting on cost by region as well as usage. A good point to note is the fact that the company acts on usage reports and suggests cost savings that are beneficial to ENRC. I am entirely happy with the service and would recommend PMGC to anyone in my position within a medium to large business actively without missing a call."

