

Business Mobile Solution Case Study



Hypnos Limited:
www.hypnosbeds.com

Industry:
Beds and mattresses manufacturing

Number of users:
100+ Voice, Data &
10 Mobile Broadband

Network provider & tariff:
Vodafone Business Caller Plus &
Vodafone Mobile Broadband

Customer Quote:
“ PMGC are a one-stop shop allowing our business to operate to maximum efficiency in today’s mobile world. Their dedicated Account Team saves me many hours a month to focus on other areas of responsibility. I am confident that working together we are enhancing the efficiency of Hypnos and delivering the highest levels of customer service to our own clients. ”

Nick James
Finance Controller, Hypnos Limited



pmgc®

COMMUNICATION MADE SIMPLE

HYPNOS LIMITED CASE STUDY

Overview

Hypnos is a family-run bed making company, with over 100 years' experience. Hypnos have been making bespoke, made to measure beds since Edwardian times and today is run by the fifth generation Keens on a day to day basis. Clients include prestigious hotel properties worldwide, private clients and Royalty. The Keen family have held Royal Warrants since 1929 and continue to provide bespoke beds to the Royal Family. Royal Warrants demonstrates the very highest standards of excellence, quality, service and innovation and are a mark of the best of British. The business prides itself on having the best resources and equipment to serve its employees and its clients.

The Challenge

As a prestigious UK brand, Hypnos originally contracted directly with the communications network directly for their mobile needs. However, as the volume of clients at the network grew Hypnos began to experience longer response times to queries related to their account and a more reactive account management style than in the beginning. Holding stringent values and service delivery standards to their own customers, Hypnos decided to review the market to search for a new service partner.

The Solution

PMGC were selected after successfully demonstrating our credentials across the functions of business planning and implementation, customer service and account management to the Hypnos senior management team. We immediately provided Hypnos with a new tariff and up-to-date equipment to facilitate efficient office or remote working practises. PMGC have been supporting the business for over 5 years.

Hypnos have over 100 handsets using voice and data and more than 10 wireless dongles to enable the sales team and senior management to work remotely. All handsets enable staff to replicate their working environment away from their office.

Ensuring the highest standard of on-going service Hypnos receives information directly from a dedicated Service Delivery Manager in the event of service interruption advising what is happening, what to expect and suitable recommendations of action to minimise disruption to their operations. PMGC's Account Manager dedicated to Hypnos, Andrew, constantly reviews the accounts status, data usage and ensures there are no areas of discrepancy before monthly bills are created. This on-going understanding of the Hypnos business ensures that when it is time for an annual review PMGC can recommend new devices, the most appropriate tariff and latest supporting accessories to meet the businesses future goals.