

Business Mobile Solution Case Study



Servoca PLC:
www.servoca.com

Industry:
Staffing solutions & outsourced services

Number of users:
300+ Voice, Data & Mobile Broadband

Network provider & tariff:
Vodafone Business Caller Plus,
Vodafone Mobile Broadband &
Vodafone Sharer tariffs

Customer Quote:

“PMGC have been the example of best practise throughout our relationship; they are efficient, proactive and honest and we feel we have a trusted relationship with them. So much so we have recently extended our contract with them ahead of time and have referred them to other like-minded businesses.”

Dean Gilbert
IT Director, Servoca PLC



pmgc®

COMMUNICATION MADE SIMPLE

SERVOCA PLC CASE STUDY

Overview

Servoca Plc is a leading provider of staffing solutions and outsourced services across the UK. Servoca operates through a number of individual trading brands, each targeted towards specific niche markets and services; including Security, Criminal Justice, Homecare, Healthcare & Education Recruitment. Individual brands work in both the public and private sector.

The Challenge

Servoca Plc were contracted with another major UK network operator and as the business grew they felt the account management and billing they were receiving was no longer compatible with expectations and requirements. Servoca found that some areas of the business were not receiving the most cost efficient solutions to support their individual needs due to being part of the larger group on a fixed contract. Therefore, they decided to go out to tender find the best fit partner for their business divisions going forward.

The Solution

PMGC were selected by Servoca after successfully demonstrating superior credentials across the functions of business planning and implementation, customer service and account management to the Servoca IT Director.

PMGC were awarded a 3 year contract and immediately undertook a device review against the roles of the business and consolidated the types of device required across the business. With over 300 connections it was vital that individuals were aligned for the right tariff whether it was voice only, voice and data or additional data connectivity.

PMGC provide Servoca with a dedicated Customer Support Manager, who runs weekly reports on device usage and deploys a strict procedure to implement call barring or credit extensions. This level of knowledge comes from detailed understanding the Servoca business and attention to detail to ensure there are no shocks when it comes to billing.

The monetary saving per annum is now well over £25k for Servoca Plc and they have recently extended the contract for a further twelve month term. This longer-term relationship provides stability for the Servoca management team to focus on other areas of their business knowing that communications is in safe hands.