SOURCE TELECOM

Case Study: C Hanlon

Small telecoms broker spots big billing error

An independent broker of telecoms solutions for businesses large and small, Source Telecom clients receive a fully managed service and a dedicated account manager to look after their business needs.

From their carefully selected technology partners to the fresh approach they take to clients' telecom's needs, Source pride themselves on selling more than just solutions for your business: they sell convenience, efficiency, and peace of mind.

About C Hanlon

C Hanlon Group formed in 1982 as multi-trade specialists in central heating installations, bathrooms, general plumbing, joinery and electrical work.

Serving both the domestic and commercial markets, the company saw rapid expansion in the late 1990s and in early 2000 they diversified into other areas such as water management, industrial and commercial heating, and refurbishments.

The C Hanlon Group today consists of C Hanlon Plumbing and Heating, C Hanlon Bathrooms, C Hanlon Building and Roofing, C Hanlon Electrical, C Hanlon Utilities, Industrial Commercial Heating Solutions, Central Heating Installation, and C Hanlon Drainage.

With two premises in Glasgow and one in Edinburgh, the company prides itself on offering customers first class service and an honest pricing system.

Business challenge

The very nature of the C Hanlon business means having people on call and out-and-about carrying out maintenance and repair work so mobile phones are a must for staff.

They found themselves in a confusing and expensive cycle of telecoms misery. They had costly contracts left, right and centre – handsets, hardware, and line rental. Then there was a period of rapid growth for the company and that resulted in a sharp increase in their staff numbers, and ultimately more phones. They had existing staff on existing contracts and then an abundance of new staff on other contracts. They were paying an excessive amount every month but not only that, it was time consuming to manage as they had different numbers on different tariffs and different line rentals.

They needed to reign it in and needed a trusted supplier to help.

Solutions found

When C Hanlon came to Source Telecom, their account wasn't being managed properly and they were paying exorbitant monthly bills.

First and foremost, we ran a tariff audit to assess their usage and call patterns. We then identified numbers that were not in use so instead of continually adding new numbers to the account, or disconnecting them, we reused them. When the contract was eligible for upgrade we were able to successfully reduce the tariff and line rental cost to reflect usage while bringing into line the 'stray' numbers and handsets so that the same tariff and contract dates were applicable to all devices and users. That was in 2008.

A Source customer service manager noticed a large error when carrying out a routine monthly check on C Hanlon's billing. A network billing error was quickly established and she successfully recouped over £10,000 to their account. That was in 2013 and we're proud to be managing their account today.

Benefits gained

- Streamlined and fit-for-purpose telecoms solution put in place.
- Significant savings, year on year.
- Scrupulous checks means network billing errors do not go undetected.
- C Hanlon waste no time or money in resolving networks errors and issues.
- Source Telecom's efforts resulted in the client saving over £10,000.

Commenting on the relationship with Source Telecom, Commercial Director, Stuart Simcox said:

"Source Telecom provide a fantastic service and when it comes to customer care, they go above and beyond.

"For the past decade, I've trusted Source to look after my business' telecoms needs and because of this I'm always happy to recommend them as a service partner (and the donuts they bring to our meetings are quite nice too)."

If you'd like to know more about Source Telecom,
or interested in finding out if they could save your business money
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