

Crystalline beats competition hands down on both price and customer service for Classico Marble



Classico Marble is a family owned and run business established in 1995. They provide top quality stone installations to the domestic, retail and commercial markets.

Originally based in Iver, they outgrew their premises and moved to their current location in Langley in 2005, where they now employ 22 full time staff. The buildings have been transformed from an empty shell to a tailored factory capable of producing 30 medium sized kitchen installations every week.

Ros Solazzo is Company Secretary at Classico Marble and responsible for both fixed line and mobile telephony within the business. Prior to engaging with Crystalline she had been dealing either direct with BT and Vodafone/Orange and, for one year, had tried outsourcing the operational management to a rival of Crystalline's.

She said "The experience with this other company was not good, we had huge customer service issues with them – never able to get hold of our account manager and then it would take days to sort out problems".

Ros was contacted by Crystalline back in 2004, where they discussed an overall plan to reduce telephony costs for both fixed and mobile and promised to transform their customer service experience.

Now Crystalline are available at the end of a phone for any maintenance problems and get regular three-monthly visits from their Account Manager, Jeetinder Pinder to make sure everything is running smoothly and their usage is still remaining competitive within their tariffs.

Over the years, Classico Marble have taken advantage of the fact that Crystalline have access to the best rates of every leading mobile network operator and as a result, regularly change operator to get the best deal. Crystalline handle all the operational issues associated with such changeovers.

Ros said "They were able to demonstrate clear cost savings for us – over 20% on the fixed line calls. No other company comes close to them on price".

She went on to say "Over time they have proved their customer service beats everyone else hands down – they are easy to get hold of and resolve problems straight away".

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