

Great customer service from Crystalline, wins Partners in IT's business



Partners in IT (PiIT) was formed in 1996 and specialises in implementing and supporting Service Management solutions for corporate IT departments and service providers.

Through working with leading technologies such as HP, BMC, Service-now.com and a range of other complementary technologies, PiIT is recognised by its customers and major suppliers as being one of the leading groups of Service Management professionals in Europe.

Laura Donnelly, Financial Director, is based at their Headquarters in Bracknell, Berkshire, where they employ approximately 30 staff. Part of her responsibility is to manage the company's mobile telephony contracts and maintenance for their staff.

PiIT already had 7 company telephones contracted via Crystalline with Orange for their support team. The consulting and sales teams, however, had their own individual mobile phone contracts and tariffs, with PiIT reimbursing each individual a percentage of the cost for business use. Following a cost review and changes in taxation guidelines it was determined that mobile phone contracts needed to be held in the company's name and not by individuals, if the company was to continue contributing to the cost of the phones.

All the staff had individual contracts ending at different times with different providers – many wanted to keep their own telephone numbers and have the same or upgraded specification handset – some of whom already had iPhones.

As PiIT had been satisfied with Crystalline's service in respect of their existing Orange contract, they asked them to look at this new requirement. Crystalline's Managing Director, Kristian Torode, undertook a thorough analysis of the requirement by looking into individual contract expiry dates, buy out rates, pros and cons of each operator's business tariffs, whilst also taking into account individual preferences for handsets. He then presented all the options to Laura.

Laura said "Kristian was extremely patient when working on this complicated and demanding project. He helped work everything out right down to the colour of handset each member of staff wanted".

She went on to say "Kristian then personally undertook the implementation of the roll out, setting aside a day for the changeover, making sure everything ran smoothly".

"Kristian was extremely patient when working on this complicated and demanding project.

He helped work everything out right down to the colour of handset each member of staff wanted"

The result for PiIT is that they have moved to one contract with one itemised bill. Having been presented with all the viable options for them the business chose O2, not only for the great business tariffs, but also because most of the staff required iPhones to provide enhanced internet and email capability whilst travelling.

The availability and response times from consultants/sales to PiIT customers has improved as a result. All staff were either provided with a new iPhone or an upgrade to an iPhone within 12 months, depending on the termination costs of their previous contracts. PiIT have subsequently also transferred their original Orange users onto O2, upgrading these users to iPhones.

PiIT benefit from a business tariff which saves them money on what they were paying before. Rental costs work out lower than previously on individual contracts and PiIT also have the benefit of a pool of free minutes and texts shared between users, free calls to the office, each other and to other O2 mobile users.

Laura said "I am constantly contacted by companies offering a similar proposition to Crystalline – it's a very competitive market so it would be easy to find another supplier. However, great customer service and having trust in my supplier are key. Crystalline have proved they provide good advice, competitive prices and service with continuing support beyond signing the contract."

"Great customer service and having trust in my supplier are key. Crystalline have proved they provide good advice, competitive prices and service with continuing support beyond signing the contract"