



rhm



Case study Dacre, Son & Hartley Limited

With 21 offices across Yorkshire and over 185 years of experience, Dacre, Son & Hartley is one of the most established firms of property consultants in the region.

The solution

- Calls and line audit
- Maintenance charge audit
- In depth call trend analysis
- Cost savings through BT One Plan
- Consolidated BT Onebill

Contact us

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Reducing call, line and maintenance costs by more than £8,000 a year.

Company Profile

With 21 offices throughout Yorkshire, Dacre, Son & Hartley is one of the longest established firms of property consultants in the region. Amongst other accolades they have won Estate Agency of the year awards in 2008 and 2009, Gold: Best Medium Size Northern Agency and Bronze: Best UK Medium Size Agency. The firm offers a full range of services including residential agency in all market sectors, valuation and structural surveyors, new homes, lettings and management, commercial property consultancy, planning, healthcare and land agency.

The Issue

Dacre, Son & Hartley wanted to make sure that their current costs were under control and that they were getting the best from the tariffs available for their calls, line rentals and telephone system maintenance.

They wanted to work with a partner who understood the BT portfolio, one who could offer advice on how to save the most money with BT and was also able to offer other value for money solutions across a range of communications services.

The solution

The group uses BT Onebill to consolidate all rentals across the group, saving money on their costs and receiving one electronic bill.

Commitment to the BT One Plan for a period of 12 months also allowed the group to save 9.6% on line rentals.

RHM analysed the BT Onebill and was able to identify charges for line rentals and telephone system maintenance which were no longer required or incorrect.

RHM identified incorrect maintenance charges and were able to secure a refund for 2 sites totalling over £2,000.00. Additionally, the cancellation of surplus lines resulted in annual savings of over £6,000.00.

RHM carried out an analysis of the call charges for Dacre, Son & Hartley and after providing a full call for call comparison we were able to propose annual savings of 32.38%, these savings were implemented immediately.

The future

RHM continue to monitor Dacre, Son & Hartley's spend to make sure that cost savings are maximised. We also act as their one point of contact for all other issues relating to telecommunications.

"RHM know how to make the most from BT's products. They used that knowledge to save us money now and will be working with us to make certain we continue to do so." - John Skinner, Dacre, Son and Hartley