



rhm



Case study UKAS



The solutions

- Blackberry handsets (version 5.0.0)
- Nokia classic handsets
- Blackberry Enterprise Services (BES 5.0)
- Full lifetime support for BES
- Mobile Data devices – Vodafone Stick Pro
- BT Total Broadband
- RHM calls and lines
- Training

The benefits

- Staff able to work wherever and whenever is needed.
- Reduced cost of calls to mobiles
- Excellent user adoption meant quicker ROI.

Contact us

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Cost-effective remote working and mobile estate management

Company profile

The United Kingdom Accreditation Service (UKAS) is the sole body recognised by Government for the assessment and verification against international standards of certification, inspection, testing and calibration activities in both the private and public sectors. Accreditation by UKAS demonstrates an organisation's competence, impartiality and capability, and helps to underpin the credibility of performance, goods and services in both the UK and international arenas.

The issues

UKAS identified that a large number of their staff work beyond normal working hours and are often required to work remotely to effectively deliver the services that UKAS offer. This meant that UKAS staff needed remote access to email, laptop connectivity and improved mobile voice and text capabilities.

The solution

As a complete communications provider, and fully approved supplier for all the UK mobile networks, RHM were able to offer UKAS an impartial and competitive overview of the mobile market. With an understanding of the UKAS calling profile, RHM conducted an extensive analysis of mobile signal quality throughout the UK as well as a large number of international destinations. As a result of this analysis RHM recommended the Vodafone network. RHM also profiled all of the UKAS calls and lines estate. By moving the whole estate across to RHM UKAS were able to cut spend by 38.57%.

This saving helped to subsidise the investment they were looking to make on mobile working.

The recommended solution offered outstanding value for all calls from UKAS office to UKAS mobiles.

RHM's billing platform gives UKAS an easy way to manage their telephony by actively monitoring and managing their daily, weekly and monthly spend. Using this information RHM review all mobile call spend on a quarterly basis and use this information to ensure the optimum call savings are always maintained.

RHM were also able to offer UKAS full support for all new mobile hardware requirements. RHM arranged a hardware replacement fund for the replacement of any equipment due to loss, theft or accidental damage.

At no extra cost, RHM were able to offer full installation of a Blackberry Exchange Server (BES 5.0), to work in conjunction with the UKAS mail server.

Training was given to the UKAS mobile workforce by RHM's training team. This improved UKAS's understanding of the handsets and technologies which reduced any user problems and maximised the benefits from UKAS's investment.

'The recommendations made by RHM enabled us to improve levels of communication and productivity in the group across the UK and internationally.'

Chris Forster, Corporate Services Manager

Certified
Partner



Authorised partner of

