

CASE STUDY HARRY LONG (OLDHAM) LTD

HARRY LONG (Oldham) Limited
PLUMBING & MECHANICAL CONTRACTORS

Harry Long (Oldham) Ltd is a family-run business which provides plumbing and mechanical services installations for large housing and commercial contracts across the North West. The firm, which employs 20 staff, has built an excellent reputation by delivering first class services for over 30 years and the majority of the firm's business comes through an established customer base.

THE CHALLENGE

A year ago Janine Long, Director decided to review their mobile provider to see if they could reduce costs, improve response times and customer service. She opted to move their 10 business mobiles to Outsourcery which resulted in an overall saving of £1400 a year!

Janine comments, "I encourage my staff to use their Vodafone mobiles from Outsourcery to call each other because our tariff means that these calls are free. Now we are all accessible, we can respond to our customer's demands rapidly. We also have three reliable fixed lines with Outsourcery and a better, faster broadband service which we're very happy with."

THE OUTSOURCERY SOLUTIONS

Following a review by their account manager, Outsourcery identified that Harry Long used Microsoft Outlook 2003 for their business email. Not having a company network, none of their users were able to access shared calendars and contacts, their data was not backed up and messages were not being virus checked so their business information was at risk.

Outsourcery recommended the business took hosted email services for their office based staff (6 Exchange 2007 mailboxes), to ensure that their email communications were as safe and effective as possible. This also meant that by outsourcing the management of their business email would save the time and cost of installing and configuring a server at their premises.

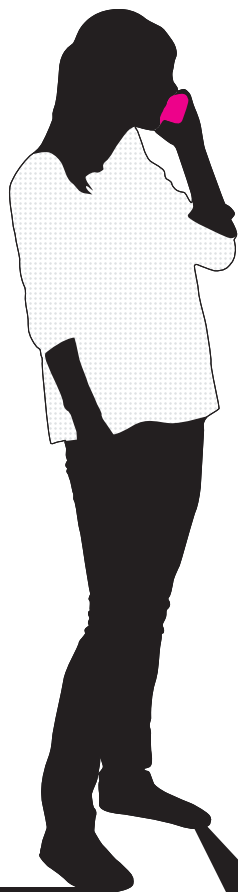
Janine explains, "The hosted Exchange 2007 is working brilliantly for the business. All our emails are kept secure and important correspondence is backed up. The solution was easy to set-up and is simple to use, we have even upgraded to a bigger mailbox as we use our email to store important business documents."

THE FUTURE

Recently Janine added BlackBerry Exchange to the hosted email service which means that she can keep in touch with her customers wherever, whenever.

Janine adds, "Because we supply essential plumbing and heating services to our customers, I need to be available even when I am away from my desk or out of the office. Friends use BlackBerry email so I could see the value of having the service. Even when I'm out of the office, I still feel in control of the day to day business and can respond to urgent emails as they arrive into my inbox."

"We've been delighted with the service and ongoing support we receive from Outsourcery and are already looking at what additional solutions they can offer the business, which will help us to be more customer focussed."



0843 366 6010
www.outsourcery.co.uk

Microsoft
GOLD CERTIFIED
Partner

BlackBerry
Alliance Member

WHO ARE OUTSOURCERY?

We're an experienced provider of Hosted IT and communications solutions. We keep your data secure behind the tough doors of our state-of-the-art data centres. We're also a trusted partner of Vodafone, Microsoft and BlackBerry, giving you the benefits of first class communications and hosted IT alongside our high quality service and support.