



## CUSTOMER FACT FILE

### NAME:

Central England  
Co-operative Limited

### SECTOR:

Consumer Co-operative

### COMPANY SIZE:

8,500

### CONTACT:

Derrann Shimano

### POSITION:

IT Operations Manager

**“We don't have to join a call centre queue when we contact Onecom; they know who we are and it's a caring relationship.**

## The challenge

With a supplier who didn't present any new ideas or improvements to their current offering, The Central England Co-operative were looking for ways to realise efficiencies across their organisation, service enhancements, company improvements and cost savings.

They were looking for a new provider who were forward-thinking and at the forefront with new technologies.

With their previous supplier, the team at Central England Co-operative had to invest their business time in managing the relationship due to numerous issues.

## The solution

With a thorough understanding of their requirements, Onecom delivered a unified telecommunications plan, including a WAN solution.

With all of their needs now being met by Onecom, The Central England Co-operative were able to move away from having multiple suppliers for their telecommunications, and the partnership with Onecom is now used as a model for other suppliers.

## The result

During the working relationship, Onecom have pro-actively been upgrading technologies for The Central England Co-operative, ensuring they are using the latest facilities available to them - something they simply were not getting with their previous provider.

Thanks to Onecom, the company have seen a 90% reduction in network issues, allowing their retail teams to focus on trading rather than having to log tickets with their IT helpdesk. The Central England Co-operative no longer have to dedicate time outside of their core business in reviewing their bills, as the billing process from Onecom is a credit to the telecommunications solution offered.

In the past, The Central England Co-operative team found that they were experiencing 20 major incidents on their networks a year. Since entering into a partnership with Onecom, they have had just one, and the close working relationship helped to resolve the issue efficiently.