



CUSTOMER FACTFILE

NAME:
Cymryd Rhan

SECTOR:
Care and Social Services

COMPANY SIZE:
140

CONTACT:
Davina Hutchinson

POSITION:
Head of Finance

"I've found Onecom very proactive, useful & responsive to any queries I've had"

THE CHALLENGE

With previous suppliers, Cymryd Rhan had found that managing their account involved spending an excessive amount of time on paperwork and trying to find the 'right' person for their query.

They were keen to find a partner that would simplify the relationship and provide them with a contact who they could rely on, regardless.

THE SOLUTION

Through Onecom, Cymryd Rhan have a specialised Business Development Manager and desk-based Account Manager, tasked with managing every aspect of their mobile and fixed line solutions.

THE RESULT

Onecom's style of account management has been a success with Cymryd Rhan, who see Onecom as a one-stop shop for their telecommunications needs. Alongside daily support, regular reviews and meetings are held; proactive and cost effective suggestions are frequently offered to optimise the account, making it clear that the customer's needs are at the heart of the relationship.

Following nearly 4 years of working together, simplicity and dedication remains a key differentiator in the market and is the reason that the relationship between Cymryd Rhan and Onecom continues to flourish.

