



CUSTOMER FACTFILE

NAME:
NIS Ltd

SECTOR:
Manufacturing

COMPANY SIZE:
250

CONTACT:
John Smith

POSITION:
Head of Procurement

“Onecom made it their business to fully understand our requirements”

THE CHALLENGE

We, NIS, operate in a safety critical environment and our previous incumbent was failing to manage our mobile fleet effectively. We decided to put our account out to tender at the end of its contract as we wanted to ensure the communication across our group would be cost-effective, professionally managed solution.

THE SOLUTION

Onecom presented us with a solution that was easy to understand with competitive commercials. From the detail they provided, we knew exactly what we were going to be getting, and how the change would be managed. This made it easy for us to communicate the changes internally across the group so the business knew precisely what to expect.

THE RESULT

Onecom made it their business to fully understand our requirements and handled the whole process with a high degree of professionalism, patience and aptitude that resulted in a seamless transition from our previous incumbent to Onecom.

Having a single point of contact within Onecom for any sales or service queries really help us as we know that they truly understand our account. They take ownership of any issues or questions raised, which are dealt with efficiently and expediently.

Knowing Onecom analyse our bills means we don't have to. Having the confidence in Onecom means we only have to deal with the exceptions, ensuring we can focus on what really counts.

