



CUSTOMER FACTFILE

NAME

WD-40 Company Limited

SECTOR

Consumer Goods

COMPANY SIZE

210

CONTACT

Mark Breed

POSITION

IT Services Manager

THE CHALLENGE

We'd had a direct relationship with the network for a number of years but over time, we became increasingly unhappy with the level of service we were receiving.

For example: our Account Manager was changing on a regular basis and the service they provided was deteriorating.

In addition to this, we were finding the areas of responsibilities were becoming unclear and there was a lack of consistency in the customer service experience we were receiving. All in all, we were feeling as if they didn't care about us.

THE SOLUTION

Although we do tend to go direct to suppliers, Onecom had approached a while ago and had kept in touch with us so, although we didn't want the hassle of moving provider, we did want a better level of service.

When Onecom came in to present their solution to us, we felt that they would care and invest in us. The level of support that would be available to us was attractive as we would no longer have to spend hours chasing our network provider.

THE RESULT

Onecom have lived up to their promises meaning that we are saving time in chasing for updates and completing administration tasks on our account.

The communication from our account team is very good; we know what is happening which means we can have confidence when updating our internal stakeholders. If we have a query, we know Onecom will take ownership so we don't have to worry about it.

