DV02's Mobile Solution Provides Flexibility and Usage Control for Cleanbrite

Established in 1971, Cleanbrite offer a commercial cleaning service and are a trusted reliable supplier to Blue Chip retailers, office and other commercial contract cleaning services throughout the UK. Their success has been founded on their long-standing reputation, and quality service for multi-sites across the UK.

THE CHALLENGE

Darren Edmonston, Managing Director at Cleanbrite, was looking for a new mobile supplier who could provide greater flexibility around their contracts and better control for call spend.

Cleanbrite's current mobile account was poorly managed with multiple connections and end dates spread throughout the year. They had little to no flexibility for managing new short term contracts as they only had the option of 24 month mobile contracts.

Cleanbrite were seeking a new solution which could offer flexible adds and changes as well as call restrictions to prevent users exceeding their allowances.

THE SOLUTION

After understanding Cleanbrite's requirements, DV02 recommended implementing rolling contracts with call capping facilities, offering easy adds and changes to adapt to their changing requirements and workforce. Cleanbrite now have the freedom to increase and decrease connections and the security to limit usage to their requirements, all under a contract that offers the same co-terminated end date.

DV02's provisioning team liaised with Cleanbrite to acquire a detailed list of employee mobile requirements to ensure the appropriate measures were put in place and then the number transfer took place.

As a result, Cleanbrite reduced their outgoing spend and secured the contract in a way that suited them.

Engaging with DV02 for a new mobile solution has meant Cleanbrite now benefit from DV02's first class account management and partnership approach as well as eradicating bill shock and promoting flexibility.

"Our current provider was letting us down in a number of ways and we needed a reliable partner who recognised Cleanbrite's business needs. DV02 stepped up and have delivered a service we can rely on and trust"

Darren Edmonston, Managing Director

DV02 - Trusted to Deliver Excellence

At DV02 we consult, design, implement and support industry leading Unified Communications, Contact Centre and Network Services that enable businesses, their people and their customers to collaborate effectively no matter where they are or what device they are using.

Find out more

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