



How a 'Managed Mobile Phone Service Package' Resolved Complications at Grünenthal GmbH



Grünenthal GmbH is an international pharmaceutical company with headquarters in Aachen, Germany. It is research driven and the market leader in specialist pain relief solutions. Since it was established in 1946 this independent organisation has been under family ownership.

Shabbir Hussain is the Senior IT Manager at the UK headquarters in Stokenchurch and is responsible for, amongst other things, the telephony requirements across the UK.

THE CHALLENGE

Grünenthal Ltd has been undergoing a phase of steady expansion in the UK for several years and were continually increasing their staff numbers. As a result, they not only needed more office space but also more mobile phones.

In response to the space shortage, they initially took over the adjacent office space to accommodate their increasing workforce and then later acquired another separate building, which was located a short distance away, on the other side of the Business Park.

In dealing with the increasing number of mobile phone users, Shabbir Hussain was finding that their existing mobile phone contract with Orange was no longer fit for purpose and he was increasingly unhappy with the service levels. He investigated alternatives and quickly saw the benefit of a managed service that allowed the delegation of the day-to-day management and would save both time and money.

THE SOLUTION

Based on a glowing recommendation from a telephony peer in a similar organisation, Shabbir invited DV02 to tender against the incumbent for the contract. To start, DV02 undertook a thorough analysis, investigating the current mobile requirements and considering the future growth of the business, including the increasing wireless capacity

requirements of handheld data devices. With a full understanding of the issues, DV02 created a bespoke managed mobile service package for Grünenthal Ltd. After careful assessment the DV02 managed service was selected as the most cost effective and appropriate solution. The transfer was completed quickly and Grünenthal Ltd was soon able to enjoy the benefits of a single point of contact that efficiently resolved mobile issues in a timely manner.

Shabbir enjoyed a smooth, timely transition from dealing direct with Orange, to a full managed DV02 service.

Subsequently as the number of handsets increased from 80 to 400, he could rest assured knowing that any servicing or billing issues were efficiently managed on his behalf.

In addition Grünenthal Ltd acquired a specialist telephony partner in DV02, which was able to assist them in providing guidance on the latest developments and comprehensive range of communication services and products.

"DV02 makes my job easier. They provide us with a dedicated account manager and no tedious hoops to jump through to log issues. There is a high level of continuity, so issues are resolved quicker and they can really add value to our operations because they understand the business context."

Shabbir Hussain, Senior IT Manager

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Call: 0844 770 9955
Web: www.dv02.co.uk
Email: sales@dv02.co.uk

DV02 Limited

4 Acorn Business Centre,
Northarbour Road,
Cosham, Hampshire
PO6 3TH

7B Limes Court
Conduit Lane, Hoddesdon
Hertfordshire EN11 8EP

