



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

Shabbir Hussain, Senior IT Manager at Grünenthal in the UK, needed more capacity and better customer service from the organisation’s mobile phone supplier.



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

“We were wasting time trying to resolve on-going billing and handset issues. I just did not have the time or the resource to spend unnecessary effort, talking to different individuals, to get anything resolved. What I required was a one-stop-shop solution with a dedicated account manager who would understand my requirements and be there to help when required, without having to jump through various hoops and hurdles.”

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.

continued overleaf



