

Business challenges

- Cost and efficiency savings
- The company wanted a dedicated point of contact
- The consolidation of fixed line and mobile communications

Outcomes

- Savings of close to £7000 a year have been achieved
- They now have one supplier for fixed and mobile telephony
- The savings have delivered an outstanding ROI on their annual Chamber membership fees

The Customer

Wainwright Bros & Co Ltd provide ship agency and marine forwarding services to clients operating within the global shipping industry.

They are very successful local family-owned business, employing around 30 people and acting for major international shipping companies.

The Southampton based company is ISO 9001 accredited and has provided a range of services to clients since 1889.

Business challenges

Wainwright Bros & Co Ltd approached Margaret Toms, Head of Membership Services for the Southampton & Fareham Chamber of Commerce, with a view to achieving a substantial reduction of their overhead costs.

They also wanted to consolidate the number of telecoms suppliers in order to rationalise their supply chain and ease their business management.

Solutions

Uniworld Communications (the provider of the Chamber Telecommunications scheme) carried out a full audit of the fixed line telephony estate and arranged transition from the various suppliers during the initial phase.

The customer was also given a named Account Manager to handle any enquiries for their account.

The second phase of the transition required the analysis of the current mobile fleet and presentation of the expected savings. The mobile fleet was successfully transitioned whilst maintaining the level of service offered to all members via their Account Manager.



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Excellent service



Managed IP Telephony ■ Mobile ■ Data Connectivity ■ Conferencing ■ Inbound ■
Line Rentals ■ Calls ■ Broadband ■ Finance ■ Value Added Services

Outcomes

The ability for Chamber Telecommunications to work closely with Wainwright Bros & Co Ltd on their telecoms infrastructure, with a consultancy style approach, was a major benefit to them. It allowed for the consolidation and structuring of their communications estate to be achieved to their requirements.

As a result of this consultancy style partnership Chamber Telecommunications saved Wainwright Bros & Co £3,500 per year on fixed line and £6,400 on their mobile estate over two years.

Claudine Stirling, Business Development Executive for Chamber Telecommunications, said, "I firmly believe in building the relationship with the chamber members, and by working in partnership with the Southampton & Fareham Chamber of commerce, we will ensure that they maximise the efficiency of the commercial benefits in place as part of their annual membership package with the Chamber.

Wainwright Bros & Co Ltd says

Andrew Kent, Director of Wainwright Bros & Co Ltd said "As we are constantly seeking ways to increase profitability we asked the Chamber what they could do to improve our profits. We are hard to please, but when we looked into the Chamber telephone scheme, we were pleasantly surprised to find it could save us more than £3500 a year on line rental and calls alone - this in circumstances where we thought we already had a special deal from our existing suppliers. Given that our Chamber subscription is £275.00 a year, the membership has been one of our better investments."

Lorraine White, added, "After making the decision to move our telephony services to the Chamber of Commerce through Uniworld, we found the changeover to be extremely well organized and problem-free. Also the projected savings are coming into fruition. Wainwright Bros. & Co. Ltd thoroughly recommend the Southampton & Fareham Chamber of Commerce Telephony Services to other small businesses looking to make significant savings in their overheads."



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