

Case Study: Knights PLC

Knightsplc

 **COMPLETE**
VOICE AND DATA

COMMUNICATION
MATTERS.
COMPLETELY



Multi network rollout based on coverage needs of individual users.

A complex, multisite mobile portfolio, which involved extensive canvassing to ensure coverage was sufficient in all areas.

Data was a major consideration, which also required a secure connection.

Knightsplc

The Client

Knights plc are a legal and professional services business with 1,000+ fee earners delivering high-quality services to over 13,000 business clients from 16 locations across the UK. Knights' clients receive the best service in the sector, combining the flexibility to service their needs at scale, drawing from extensive high quality legal expertise and sector specialisms.

The company has 16 locations, a £103.2 million turnover and has been AIM listed since 2018 (LSE). Their locations include Birmingham, Cheltenham, Chester, Crawley, Exeter, Leeds, Leicester, Maidstone, Manchester, Nottingham, Oxford, Sheffield, Stoke-On-Trent, Weybridge, Wilmslow and York.

Client Requirement

Field and office based fee earners are often mobile, yet must be securely contactable at any given time. Due to the UK wide spread of Knights' regional offices, it was crucial that mobile voice and data coverage was as strong as possible at all times, whilst any actual data itself must be securely and robustly protected at all times.

One size cannot fit all due to the volume and spread of their users, and they required multi network coverage from a single source specialist to manage their mobile voice and data estate, who can understand how their people need to operate, what their needs may well be in anticipation, and can serve to work closely with their own IT Services department as a virtual extension of that team.

Relationships, trust, reliability and ease of contact are given expectations and needed to be demonstrated at all times.

Solution

Using all three major UK operators as source, we were able to split the entire estate across them, focusing on user specific coverage needs in their office locality, remote working locality, and home working address. All users were canvassed regarding preference and suitability.

Having gained our 'master requirements' we were able to deploy the right network for each fee earner, utilising individual talk plans covering unlimited voice & texts with a sizeable data allocation for use outside of wi-fi areas. This retains accountability. Spend caps were identified where needed

to avoid unpleasant 'bill - shock', and all end point devices (ios/Android) were securely locked down via IT services using IBM MaaS360 MDM, thereby making users data secure and also ensuring GDPR security compliance.

Client Feedback

'The prompt support and knowledge we receive sets CVAD apart. Managing multiple mobile accounts on various networks is an arduous job. CVAD really are an extension of our team, supporting our growing requirements, consolidating inherited contracts and actively managing our mobile estate.'

Mike and the team are all extremely helpful, responsive and their knowledge and experience makes them a key partner for Knights plc to have on board.'

Nigel Johnson | IT Director | Knights PLC



"CVAD really are an extension of our team..."



Our service includes:

Initial and ongoing analysis of the phone tariffs you use for work to ensure they are providing the most efficient service possible.

A dedicated business mobile phone account manager who will handle your account throughout the length of your contract.

Quarterly face-to-face or remote reviews of your mobile systems with your dedicated work phone account manager.

First class customer service backed up with dedicated contacts and ongoing technical support for all solutions available 7 days per week.

Access to the latest business mobile phones and connectivity platforms at fair, cost-effective prices.

Access to an impartial contact to help with any network or connectivity issues, or changes to your account that may arise.

If you are interested in how Complete Voice & Data can help to improve your business mobile solutions, why not get in touch?

We can have a no-obligation discussion about the possibilities that are open to you.

Please call 0333 772 9544 or email sales@completevoiceanddata.com.



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