



Case Study: Wrights Food Group

COMMUNICATION
MATTERS.
COMPLETELY



**Extensive analysis,
with particular
considerations
for coverage
and efficiency.**

A leading UK food manufacturer looking to provide reliable, efficient communication to its diverse team.

Required a highly knowledgeable and trusted supplier to ensure reliability of service.



The Client

Wrights Food Group are one of the UK's leading food manufacturers, supplying a wide range of savoury products, cakes and ready meals to many of the UK's top restaurant brands. In addition, Wrights are food service distributors and independent bakers, as well as supplying to 26 overseas export markets.

The business comprises of 570 employees, with an ever-growing portfolio of customers and markets.

Client Requirement

As such an extensive business, with a large main site and various outlets throughout the UK, consistent and reliable communication between all staff in the various departments is imperative to the company's success.

With several different facets to the business including business to business and business to consumer arms, Wrights needed a reliable communications provider who would take into account the differing needs of their entire staff base.

Consideration was needed due to the fact that end users can be mobile, office based or even home working, with the basic premise that the lines of communication needed to be open at all times.

Wrights required a trusted supplier to reliably manage the account, ensuring that overspend was kept to a minimum and coverage consideration were foremost in the proposal. As an ever-growing business, time and cost efficiencies were also a prominent concern.

Solution

Complete Voice and Data acquired the management of Wrights Food Group mobile estate, undertaking careful analysis of spend and coverage.

Working closely with the EE network, we carefully stage managed the entire migration process to ensure no break in service. Wrights retained all of their existing hardware and numbers, providing a seamless upgrade and transfer to Complete Voice & Data. We proposed EE as they are the best in class for locality and user spread.

Following intrinsic account analysis, a simple data shared plan was implemented and will be managed throughout the term to ensure it remains fit for purpose.

Client Feedback

'Complete Voice & Data are a local and trusted business. We knew immediately that their team was highly knowledgeable and very much customer focused.

Using a supplier for this vital element of our business, whose extensive experience can be drawn upon when required is so important to us. We know we are in good hands with Mike and the team.'

Peter Wright | Chairman & CEO | Wrights Food Group



"highly knowledgeable and very much customer focused...."



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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