

# CASE STUDY

BEACON+

+ Relationship examples

## Peace of mind through *dedication to the task*



**'Under-promise, over-deliver' ... 'Going the extra mile' ... call it what you will, many organisations talk about it and even more say it's built into their culture. But is it really?**

**We believe it's just an attitude of mind, which you have or you don't have, and we recruit accordingly.**

**Over the years we've had our customers comment on what truly surprised and delighted them with our service.**

**Here are a few examples:**

*One of our clients was experiencing problems with his mobile phone on New Year's Eve. To make matters worse, his wife was expecting a baby at any time. Even though it was a Saturday, he called us and found someone in the office. We fixed his problem.*

One Director at a retail client had a period of 5 weeks in hospital during a key period of store openings. Recognising the experience gap with the remaining team, we stepped in and took over responsibility for the installation of all electricity metering for the new stores to ensure no delay in the launch programme.

*Another client engaged us to analyse his electricity bills to identify savings. Expecting a desk based paper exercise, he was surprised to learn that we personally visited all sites, even tracing wires back to the meters, to compile a tight case to claim some £14,000 back from the supplier. We also discovered accounts where no meter existed even though one was apparently being read, resolved issues where meters had been mixed up with neighbouring businesses and settled issues involving changes of tenancy, resulting in an ongoing saving of £980 per month.*

Despite attempts to identify who their supplier was, one client did not receive an electricity bill for over 5 years. When the invoice finally arrived it was for £96,000! Following extensive & detailed analysis and negotiation with the supplier we agreed a final bill of £33,000, delivering a full £63,000 saving.

*One client has a very old telephone system servicing 25 lines at one of their largest retail stores. The system failed and they had no maintenance contract, plunging the store into crisis and putting significant daily revenues at risk. None of the major telephone maintenance companies could help with the existing system. They all recommended installing a new one, at major additional cost and losing the store several days worth of sales. We spent the best part of two days contacting our wider range of maintenance contacts across the UK and even in France, ultimately arranging for one of them to fix the problem.... for less than £100!*

**CONTROLLING THE COST OF BEING IN BUSINESS**

Beaconplus Limited Gilbert House, 1 Haig Road, Parkgate Industrial Estate, Knutsford, Cheshire WA16 8DX

Telephone: 01565 755 600 Email: mail@beaconplus.co.uk www.beaconplus.co.uk