



CUSTOMER FACTFILE

NAME:
The Hendy Group

SECTOR:
Car Dealership

COMPANY SIZE:
550

CONTACT:
John Hendy

POSITION:
Director of Resources

“Onecom have highlighted that relationships should not be based solely on cost; you also need to have faith and trust”

THE CHALLENGE

Onecom had been in a long-standing relationship with The Hendy Group, providing them with their mobile devices and service.

After a period of time, they were approached by another supplier with very competitive pricing. However, following a switch to this new supplier, The Hendy Group were let down at the start of their new contract.

As soon as Hendy's data contract was up for renewal, they immediately took the opportunity to re-engage with Onecom.

THE SOLUTION

Onecom could deliver The Hendy Group what they required in terms of their data needs, and were impressed with the design and team working on their solution.

From their previous experience, Hendy have realised that relationships are not based solely on cost; they need to have faith and trust in their provider – which they've found with Onecom.

Onecom now provide The Hendy Group with over 100 mobiles and a data network with 4G as a back-up.

THE RESULT

As soon as they were able to, The Hendy Group returned to Onecom, as the level of support offered was second to none. It was only when the Group didn't receive this same level of support from a different supplier that they realised how fundamental it is to their business.

Having allocated account and support resource within Onecom is very important as it allows the Hendy Group to build on their relationship with Onecom, at all levels.

