

Integrate Technology.

CUSTOMER FACT FILE

NAME:

Integrate Technology

SECTOR:

Wireless Telecommunications

CONTACT:

Ben Stewart

POSITION:

Operations Manager

“The biggest thing for me was getting the right tariff, but Onecom also took the time to listen to what we actually needed.”

The challenge

Based in Northern Ireland, Integrate Technology provide an integrated solution to clients looking for a fully managed machine to machine (M2M) service, such as those used within the taxi industry.

Various suppliers were approached to discuss options for Integrate Technology's requirement of SIM cards with M2M capabilities on tariffs with voice, data and text allowances, but finding a solution that ticked all of the boxes, at an affordable cost, proved difficult. They found that most offerings were tariffs with voice and data, with a separate offering for text messaging, which left the contract disjointed and difficult to manage.

The solution

Onecom took the time to fully understand Integrate Technology's vision and role within the wireless telecommunications industry; they reviewed the company's actual usage in order to create a bespoke package that was both affordable and fit for purpose.

1,000 SIM cards are now in use across the various managed solutions provided by Integrate Technology.

The result

Getting a tariff that provided everything that they required without needing to compromise was their top priority, but Onecom's commitment to providing the best solution for the customer made them stand out from other suppliers.

Whilst the relationship between Onecom and Integrate Technology is relatively new, it's apparent that they share the same ethos of putting the customer first.