



An LDC Portfolio Company

## CUSTOMER FACT FILE

### NAME:

United Living

### SECTOR:

Building contractor

### COMPANY SIZE:

1200 employees

### CONTACT:

Greg Morley

### POSITION:

Chief Information Officer

**“Onecom is a very hands-on customer-focussed supplier. They work in close partnership with United Living to ensure we get what we need and stay ahead of the game.**

**Greg Morley**  
Chief Information Officer

**EXPERTS IN BUSINESS COMMUNICATIONS...**

## The requirements

Unhappy with their incumbent communications provider, United Living were looking for a new partner to deliver mobile phones across their remote workforce. High security, excellent functionality, and a quality vendor were high on their priority list.

Onecom won the business due to the personal and tailored service they offered. As a medium-sized organisation themselves, they could demonstrate a better understanding of United Living's requirements. Also, Onecom's integrated services provided a practical one-stop-shop unifying their communications under a single supplier, removing the complexities of managing multiple providers.

## The result

**United Living achieved savings of £6,000 per month alongside considerable time-savings for staff.**

Onecom worked closely with United Living to deliver a pain-free roll out of new Samsung phones throughout the business. The Knox card configurator was used to pre-stage the mobiles, automatically downloading corporate apps to the phones. The Samsung platform met vital requirements, such as the ability to encrypt communications while being extremely user-friendly and intuitive.

The Onecom CommsManager™ portal has become a hugely valuable part of the service, and United Living considered it to be superior to that of other providers. It cut reporting time from half-a-day to 5 minutes, enabled swift asset audits, improved decision-making with critical stakeholders and made ordering a seamless process.

By having a highly dedicated and pro-active account manager, United Living can see where they are, identify efficiencies, and understand where cost-savings can be gained – making it feel like a true partnership. Onecom prides itself in taking a genuine interest in United Living's business, and are well placed to help with a range of technical solutions, adapting quickly and efficiently as requirements change.

Three years on and the partnership is going strong. Onecom is currently supporting United Living with their SD-WAN project by supplying the site data connectivity to underpin the deployment. They are also looking at efficiencies with their IP voice infrastructure and Mitel maintenance agreements.

**Every step of the way, the experience delivered by Onecom is tailored, personal and professional.**