

An unhappy BT customer

The Taxi Centre had reached a point that, so far as the company was concerned, landline telecoms had become a fixed cost of around £1,000 per month. The management team also found it extremely difficult to analyse their call spend and understand how and where the company might be able to save money or be more efficient.

abica was asked to help make things clearer and cut costs.

“We make a lot of outbound calls and were previously paying around £1,000 a month. That has come down by about 20% and we are delighted.”

Allan McGinness, The Taxi Centre

The abica way

The first thing we were able to tell the Taxi Centre was that we would be able to take over the lines, numbers and contracts from BT seamlessly and deliver a higher and more focused level of service than the Taxi Centre were used to. We also spent time understanding how the company operates in order to specify a service that would be appropriate to the Taxi Centre's business needs now while ensuring enough flexibility to provide for the future -

- Seamless transfer of all numbers and lines from BT to abica
- Provision of 'my abica' the online bill provided with a suite of call and cost analysis tools
- 24/7 Fault reporting should a line fault occur
- A dedicated UK based named account manager to help the Taxi Centre get the most of its relationship with abica and to provide all the company's service and support

In addition abica's policy of transparent and fair charging enabled abica to estimate a saving of around 20 percent because unlike virtually all other operators, we do not round up our customers' call durations. In virtually every case this means a saving of at least 20 percent on call charges.

“Now we are actually able to use our telephone bill as a business performance tool and it has been very effective. I wouldn't be without this information in the future now that I've got my hands on it.”

Allan McGinness, The Taxi Centre

A delighted abica customer

As an abica customer, the Taxi Centre is delighted with our approach to delivering, reliable good value telecoms services which is saving them around 20 percent on the cost of calls. Just as importantly though, the Taxi Centre is extremely pleased to have access to the detail of their bill and the ability to analyse this and use the information as a management tool.

If you want to find out just how easy it is to switch to abica and enjoy the benefits and value that all abica customers enjoy all you have to do is call - 0141 404 9009 or visit www.abica.co.uk

abica products and services

abica provides its own landline, mobile and broadband products to small and medium sized businesses at a price and level of service previously only available to large corporate organisations.

Mobile

abica is a mobile telecoms operator and has a wide of range of tariff and call plans including the lowest business line rental tariff in the UK. Solutions are offered from more than one network provider, and as abica is technology neutral this includes a wide range of business handsets from the leading manufacturers. There are also different options for mobile working, including broadband internet for your laptop and e-mail enabled phones.

Landline

abica offers reliable landline services with a full set of line and tariff options so there is a package to suit all sizes and types of business. Everything from traditional analogue and ISDN landlines through to tried and tested IP telephony solutions.

Broadband Internet

abica's broadband internet access products are on average 3 times faster than other broadband providers thanks to the superior technology used. Dedicated internet access circuits "leased lines" are available for any business where high availability, high bandwidth internet access is a top priority.

Business Continuity and Disaster Recovery

Telecoms is an essential business tool and businesses simply cannot survive without the telephone or internet. abica have developed a methodology to identify the right solutions to help your business survive should the worst happen.

Electronic Billing

abica has invested in both a powerful electronic billing and analysis tool called 'my abica' which helps clients proactively monitor their usage and intelligently use the management information available.

Customer Service Charter

abica has invested in its team and systems to ensure that it deliver the highest quality of customer service, consistently and reliably. Our core values include honesty, professionalism and retention of clients over the long term by providing great value.

Satisfaction guarantee

abica is so confident that you will love its products and quality of service that, if after the first three months, you are not completely satisfied with abica, the company will find you an alternative provider that you can be happy with.

Isn't abica the kind of business you should be dealing with?

Get in touch, call 0141 404 9009 or visit www.abica.co.uk