



## olive communications helps davian coaches grow their family business

**“We always switched our mobile provider every year until we found Olive Communications, but now there is no way we would change. Previously, we struggled to get in contact with our drivers. However, since we switched to Olive’s T-Mobile® based solution, we have found the network to be extremely reliable. This brings us huge benefits. For example, if a customer changes their pick up address or time, we know that we won’t have a problem. Our call charges are also considerably lower than they were.”**

Judy Wardle, Company Secretary, Davian Coaches

### The situation

Founded in North London by David Heaps in 1971, Davian Coaches has always been, and still is, very much a family-run business with David’s wife - Jasmine - handling payroll, his son-in-law - Darren Wardle - working as Managing Director and Darren’s daughter - Judy - taking the role of Company Secretary. It has grown rapidly over the past few years to the extent that it now employs 40 people and continues to expand.

The company’s business mainly comes from private contracts for a fleet of 10 large coaches, 15 minibuses and two recovery vehicles. Almost half of this work comes from private contracts with organisations such as Hertfordshire County Council, the London Borough of Enfield and various private schools and businesses. They also organise tours both nationally and throughout Europe, offer private hires for functions such as weddings, run safety checks and a repair service not only for all its own vehicles but also for those owned by other companies.

### The challenge

With the majority of the company’s employees working on the road as drivers or mechanics, reliable, real time communication is essential for Davian’s day-to-day business. The company organises a lot of trips for disabled children and adults and as such having a reliable communication channel provides customers, their families and the drivers with a great deal of reassurance. Good communication is also essential in more unusual circumstances, for example, in the event of a breakdown.

### The solution

Davian Coaches first switched to T-Mobile® in October 2004 on a 1 year contract covering office staff, drivers, mechanics and management. Three senior employees, the Managing Director, Transport Manager and Tours Manager - have T-Mobile’s® Employee Colleague Call Max tariff giving them free calls to any other employee on the service and to a further 30 selected landlines, including those of key customers and suppliers.



### The benefits

Here are the benefits cited by Judy Wardle, Company Secretary of Davian Coaches:

#### **Reduced costs**

"The tariffs offered by Olive for management and staff have massively reduced our telephone expenditure. With office staff using their mobiles rather than the more expensive landline while at their desks, communications expenditure costs have been significantly reduced while the solutions used by managers have also cut bills by around 50%."

#### **Better customer service**

"Our company has benefited so much from the improvements we have been able to make in customer service since switching mobile contracts. The network coverage we have now is so much better than we'd ever imagined!"

#### **Excellent support**

"Over the past 7 or 8 years, we have worked with most of the big mobile operators, but have always been unhappy with the service that we received. It was a real effort to find somebody to speak to if we had a query or an issue. The combination of Olive Communications and T-Mobile® really works for us; Olive is very proactive in their suggestions and support. We feel that a relationship has been built and feel like a valued customer."

#### **Future-proof**

"Over the past couple of years, as we have expanded, Olive Communications has provided us valuable solutions and we don't see that changing. Indeed, I am so confident that Olive will always provide us with the best possible solution that I have recently renewed our contract for a good few more years."

**For more information please contact Olive Communications  
on 0870 444 1083 or visit [www.olive-comms.co.uk](http://www.olive-comms.co.uk)**