



olive communications helps span the divide for major engineering company

“Using Olive Communications has made our customer service team much more efficient. With minimum downtime for our users, it helps them keep in contact when out in the field and also saves us money.”

Dina Bhudia, IT Systems Manager, Ramboll Whitbybird

The situation

Ramboll Whitbybird is an international engineering company, employing around 1,000 staff in the UK at their HQ in London and 11 subsidiary offices, with a further 5,000 in over 100 offices around the world. The company was formed by the merger in 2007 of Nordic engineering firm Ramboll with Whitbybird, whose projects include Brighton Dome Concert Hall, Bloomberg’s UK HQ refurbishment, The Ferrari Experience in Abu Dhabi and Liverpool Football Club’s stadium at Anfield. It includes many diverse brands - SAFE, Element Energy, Whitby & Bird (UAE), Whitbybird Ingeneri (Verona) and Whitby & Bird PVT (India) – and has won numerous awards for its work.

The challenge

When Whitbybird originally came to Olive in 2003, only a minimum of staff were given mobiles and these were used solely for voice calls. Originally, half were using Orange and another half were on Vodafone® tariffs. Over the past few years and particularly since the merger with Ramboll in 2007, mobile requirements have more than doubled and now incorporate data as well as voice. It therefore made sense for Olive to review the company’s contract to ensure they were getting the best value for money.

The solution

Under Olive’s guidance, the company decided to extend out its Vodafone® usage so that all staff were on the same network. Olive bought out the existing Orange contract and negotiated the new contract. The current annual contract is now worth around £40,000.

The benefits

Here are the benefits cited by Dina Bhudia, IT Systems Manager at Ramboll Whitbybird:

Reduced costs and administration

“We now have only one mobile phone bill that we can manage online but Olive does all the managing for us! The use of Windows mobile devices and BlackBerry devices means low tariff costs and we get free calls between all of our staff rather than paying or using inclusive minutes to call between Orange and Vodafone®. We have made cost savings of almost £1,000 in line rental alone and the inclusive minutes offered by the contract for outbound calls to the USA and 33 European countries also help us run our international business more economically.”



Better communication

"As staff rely on the Windows Direct Push facility, being able to view fully synchronised email, calendar, contacts and task functions makes it easier for them to be connected completely with the business at all times. Internal communication is also free so staff are much more inclined to communicate more frequently."

Excellent, reliable support

"Despite the fact that Olive has grown due to its success, it still manages to make its customers feel special by always going the extra mile. Excellent, proactive support is very important when you run an international business with multiple offices and don't have time to keep up with all the latest communication trends and tariffs."

**For more information please contact Olive Communications
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