



BPI OnDemand is an award-winning CRM consultancy, recognised for high quality configuration, deployment and management of customer relationship management systems for large, medium and small businesses, including integration with wider business systems and processes. BPI's approach focuses on continued Business Process Improvement across sales, marketing, customer service and wider operations, and continued partnership with their customers to deliver on-going return on investment.

CHALLENGE

BPI OnDemand deploys Oracle CRM On Demand, rated as "Leader" in its class by Gartner and Forrester Research, and their high quality deployments are recognised by being awarded Winner - Oracle EMEA Applications Partner of the Year and Runner-Up - Global Applications Partner of the Year. BPI support their customers on an international basis, and continue to open operations to meet their needs, with their newly established operations in South Africa being their most recent addition. Running a fast-growing business such as BPI OnDemand, it is critical that their partners and suppliers can react quickly and run at the same pace as them, BPI OnDemand can't afford delays and need proactivity as well as fast reactions.

SOLUTION

Radius Connect, acting as an independent broker of a wide range of communications services, were able to respond quickly and demonstrate their commitment to Customer Service. Not having the overhead of managing network infrastructure and partnering with leading worldwide brands, means Radius Connect can invest heavily in delivering world class service and the best impartial advice. "As we were growing, we increased the size of our mobile workforce which had started to make managing mobile phone costs quite a challenge. What I was typically finding in the telecoms sector were suppliers that were rigid in their approach and who were reactive in the way they managed our account. Radius Connect gave us a complete communications audit and were able to make recommendations that not only fitted our business perfectly but gave us significant improvements in visibility and control of costs" says Fred Wilkinson, Managing Director of BPI OnDemand.

RESULTS

The Account Management team at Radius Connect provide a complete communications audit at no charge and without obligation. With BPI OnDemand's international expansion, Radius Connect identified a change in usage patterns of its users. Radius Connect recommended roaming bundles for BPI OnDemand's users, which has significantly reduced costs as a result of this change within the business.

"I was extremely impressed with Radius Connect's attention to detail during this process and felt we were an important client to them. We can always get hold of our dedicated account manager who understands our business and the level of support we get saves us hours every week. The monthly service reports which we receive allow us to see what's going on with our account at a glance. Switching to Radius Connect was the right decision for BPI based on the tremendous effort they've put into our service package and instantly tangible cost benefits."

**— FRED WILKINSON, MANAGING DIRECTOR,
BPI ONDEMAND**

CONTACT

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