



## Case study: ESPO and Warwickshire County Council

# Low cost call charges, excellent customer service and bespoke billing

### ESPO and Warwickshire County Council

The Eastern Shires Purchasing Organisation (ESPO) is a local authority purchasing consortium operating throughout the Midlands and East of England. The Leicester-based organisation is owned by seven local authorities and two unitary councils, including Warwickshire County Council.

### The challenge

ESPO wanted to establish a framework agreement for competitive telephone call charging via least-cost routing to its customers. A provider was sought to manage the complex implementation involved, starting with major local authority Warwickshire County Council.

“ Since Gamma Business Communications started working with us we have been very pleased with the professional approach and attention to detail of the team. We have a number of key drivers. We want a cost-effective service backed by good customer service and a supplier who can help us manage our infrastructure and avoid unnecessary costs.

To date Gamma are delivering on all counts. The fact that we can call Gamma and be able to speak to account managers we know by name - is a real bonus. ”

*Paul White,  
Corporate Procurement Manager, Warwickshire County Council.*





## Case study: Phone services and systems



### The solution

We were selected as the preferred supplier for a three-year framework contract worth approximately £6m which has subsequently been extended by a further 12 months.

The initial requirement was to provide services to Warwickshire County Council, including calls and line rental. The council has more than 2,000 lines across a number of corporate sites.

We also agreed to help the Council deliver efficiency and cost savings to their independently-run district councils, schools and colleges.

### The benefits

Warwickshire County Council now enjoys cost savings, excellent customer service and support. The council can also keep a tighter rein on public funds and can avoid any unnecessary telecoms expenditure due to our comprehensive billing and management reports and access to online billing.

WCC now receives a whole new customer service experience through our Wholesale Line Rental 3 (WLR3) system. A dedicated Gamma account manager can quickly and easily pre-qualify orders, arrange line installation, manage engineering resource directly and can conduct line tests and apply new services to existing lines.

We continue to help the council and independently run schools, colleges and district councils save money. The wider framework has led to over 400 schools in the ESPO area signing up to the agreement.

The Framework agreement has also recently been expanded to include next generation SIP lines and has been adopted by the Pro 5 group making it a national contract.

Our Carbon Neutral certification also enables WCC to make 'Green' calls and helps them achieve Government environmental targets.

### Key Benefits

- Cost savings and avoidance of unnecessary telecoms expenditure.
- Improved customer service and support through infrastructure management.
- Easy to understand, comprehensive billing and management reports.
- Access to online billing.
- Dedicated Gamma account management.
- Assistance with marketing campaign to help independent schools, colleges and district councils sign up and save money.
- Our Carbon Neutral accreditation provides Green calls and helps WCC achieve Government environmental targets.

