

Age UK Surrey



Age UK Surrey appointed Focus Group to review its business mobile services, to implement a competitively priced solution which could be integrated with its IT system.

Number of users: 1,000+

The project

Age UK Surrey was approaching the end of its legacy mobile contract but simply didn't have the time or resources to review a seemingly endless number of alternative networks, suppliers and tariffs. The team turned to Focus Group to conduct a comprehensive review of the market on their behalf and source a competitively priced business mobile solution – both connection services and handsets - which could be integrated with its IT system.

The solution

The mobile specialists at Focus Group kicked off the partnership with a discovery meeting to determine the requirements of the team – their business needs, objectives and most importantly as a charity – their budget. Focus Group, as one of the UK's leading independent providers of business mobile handsets and solutions, has preferential partner agreements with each of the big service providers. As such, the team were able to conduct a thorough search of the market for the right handsets, coupled with the right agreement, at the right price.

The result

A very happy customer! The new mobile devices were easily integrated with the existing IT system, the tariff for each user was appropriate to usage levels, costs were reduced and Focus Group was on hand to provide support whenever needed. As a result, AGE UK has renewed its contracts with Focus Group for a third consecutive year!

“We approached Focus Group as we neared the end of our legacy business mobile contracts in 2019, as we were looking for a new solution which could be integrated with our cloud IT system. Josh, one of the business mobile team took the time to get to know our business and recommended Samsung J4+ handsets. These devices run fantastically, fit the needs of our business and are very easy to use.

Josh was happy to answer any queries we had during the review and set-up process and has been professional and efficient throughout our partnership. We've been more than happy with the service and technology provided so have renewed with Focus Group every year since.”

