



Case Study

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.

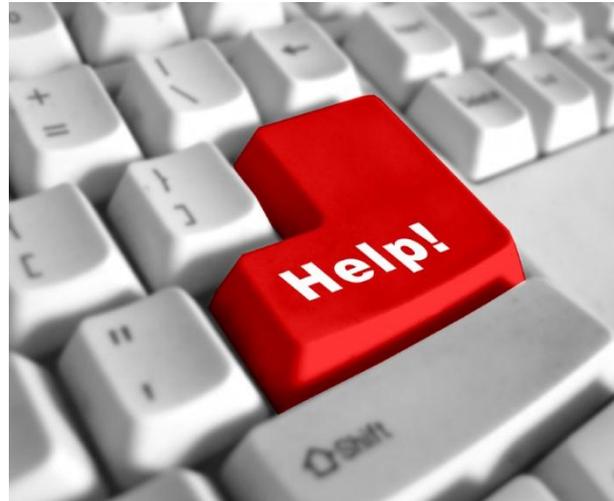
BPI OnDemand deploys Oracle CRM On Demand, rated as "Leader" in it's class by Gartner and Forrester Research, and their high quality deployments are recognised by being awarded [Winner - Oracle EMEA Applications Partner of the Year](#) and [Runner-Up - Global Applications Partner of the Year](#).

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.

"When you're running a fast growing business it's critical that our partners and suppliers can react quickly and run at the same pace as us, we can't

afford delays and we need pro-activity as well as fast reactions" says Fred Wilkinson, Managing Director of BPI OnDemand.

Trinity Maxwell, 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 Trinity Maxwell 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. Trinity Maxwell 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.

The Account Management team at Trinity Maxwell can provide a complete communications audit at no charge and without obligation.

"With our international expansion Trinity Maxwell identified a change in our usage patterns and contacted us to recommend roaming bundles for our users, which has significantly reduced the cost impact of this change in our business. I was extremely impressed with Trinity Maxwell'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 Trinity Maxwell 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 BPI OnDemand.

To find out more about our services go to: www.trinitymaxwell.com

Or call us on 020 3137 8450

trinitymaxwell 
THE ANSWER IS YES