

THE COMPANY

Filpumps are the largest independent private water systems specialist in Scotland



THE CHALLENGE

Filpumps have engineers working all over Scotland, but 80-90% of their business is anywhere between Arbroath and Banff. Many are lone workers and often find themselves in remote locations. Having found a mobile provider they feel gives good coverage, Filpumps were keen to get the best deal possible. There is also a demand for speedy replacement handsets and SIM cards when phones are lost or damaged. The method of communication has changed from phone calls to predominantly texts, but the mobile phone is still vital.

SERVICE TYPE:
**MOBILE
PHONES &
VEHICLE
TRACKING**



**WITH LONE WORKERS IN REMOTE LOCATIONS,
COVERAGE AND QUICK PHONE REPLACEMENT
WAS ESSENTIAL**



Vehicle tracking is used by a many of our customers for different purposes. Being able to identify where a person or vehicle is, can improve customer service, or even save a life.

THE SOLUTION

From 2005 DF Communications has handled every aspect of mobile phone provision, including contracts, replacements, advice and negotiation of new contracts tailored to changing needs. Since 2011 Filpumps engineers' vehicles have all been fitted with trackers, which not only protects the employees but also the customers, and provides peace of mind for the company. The Service Manager checks the status of all vehicles every day at 5pm, so he knows where everyone is and how soon they will be home.

“DF Communications provide a tailored customer service package which fits in around the company's needs.”

IAN GRIERSON

THE OUTCOMES

Managing Director Ian Grierson says, “DF Communications provide a tailored customer service package which fits in around the company's needs. Working closely with the same person for 10 years has cemented trust between the two businesses, and I firmly believe that has kept us loyal to DF Communications. Fitting the trackers has given us peace of mind with regard to the health and safety of our workforce, as well as arming us with unbiased information which can help us deliver the best service we can.”