



## Case Study: Calls and Lines

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### **Here's what we did...**

We contacted B Batch Group, an established shop fitting company based in Hull, East Yorkshire about their business fixed telecom supplies.

Like many companies, we speak to in Hull, they were using the local network supplier, KCOM and had done so for many years, to provide their analogue and digital lines and also route their local, national and international calls.

Whilst relatively satisfied with KCOM, they were surprised to learn that by moving their line rentals and call charges to River not only are there significant cost reductions available but also that process is seamless with absolutely no interruption to their ongoing telephone services.

We advised that our experienced provisioning team take care of the transfer process at network level and keep them fully updated from start to finish. In just a matter of a few weeks, all of their services had successfully migrated to our award-winning billing platform and they could begin to take advantage of the excellent savings.

We have also demonstrated that our job does not end there. Our customer support staff are always on hand to resolve any service issues and on any occasion that B Batch Group have experienced a rare network fault affecting their service, one phone call or email to us, is all that is needed, and we've made sure that they are back up and running just as soon as possible with minimal disruption.



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### Here's what they said...

As a busy organisation with a head office which needs to be in continuous contact with both our customers and our site workers, spread all across the country, communication is critical to us in getting our projects completed successfully. As is the case with many businesses, we simply cannot function without a reliable and responsive communications provider.

We have always been contacted in the past by other providers to KCOM but had never been convinced that it was worthwhile to switch, however, River made it clear that not only was it in our interests financially to do so but reassured us that service levels would not be compromised by changing to them.

The transfer process was straightforward as we simply did not have to do anything, our business was uninterrupted and we simply stopped receiving KCOM bills and instead had River bills. During the time we have used River, although our company has grown, our telecom costs have shrunk dramatically; we have saved around 30% on our previous costs, which equates to over a £1200 a year, funds we can now use elsewhere in the business.

We receive a detailed bill on email every month, which makes it easy for our finance team to keep track and without fail, any issues we have had, have been quickly resolved by the River Team.

In all aspects, River have delivered on what they said they could do which we are impressed with. As one family run business to another the level of service we have received is a true testament to the River team, therefore we are very glad that we decided to act.

Tristan Batch

A handwritten signature in black ink, appearing to read "Tristan Batch".

Managing Director

B Batch Group