

# LIGNACITE Sustainable Masonry

Bespoke, flexible mobile solution  
to cover every eventuality



## THE CLIENT

Lignacite is the UK's foremost provider of sustainable masonry solutions.

The company's sustainable products have been used in numerous iconic buildings, including The Gherkin, The Shard, The Chapel in Blackpool, The Olympic Stadium and Heathrow Airport.

## THE CHALLENGE

Lignacite engineers are constantly out on location, making excellent mobile coverage and service a key part of their business. They were frustrated with the poor customer service they were receiving from their mobile provider.

As their longstanding Phone System and internet provider, Immervox were asked to take on their mobile service. To meet their complex needs, we had to put together a detailed bespoke package, and carefully coordinate the system changeover to ensure minimal loss of service.

## THE SOLUTION

Working with the UK's various mobile providers, we negotiated the ideal airtime and data package for Lignacite. The majority of their existing handsets were in good working order, so we went predominantly SIM Only, putting together a hardware fund for ad-hoc replacements and repairs to be resolved on an individual basis.

Migrating to the new SIMs was a complex process. We had to ensure the process didn't interfere with engineer and staff schedules, so we carefully planned the operation to make sure no Lignacite employee was left without an operational phone while on location.

Despite the complexities of the package, we remain the single point of call for all of Lignacite's mobile needs, keeping their service experience simple. And that includes recommendations and solutions for the future.

## WHAT THE CLIENT SAID

*"We can highly recommend Immervox as they have always provided excellent customer service and found solutions each time we had an issue, either with our landlines or mobiles."*

Beth Edwards - Office Manager, Lignacite Ltd