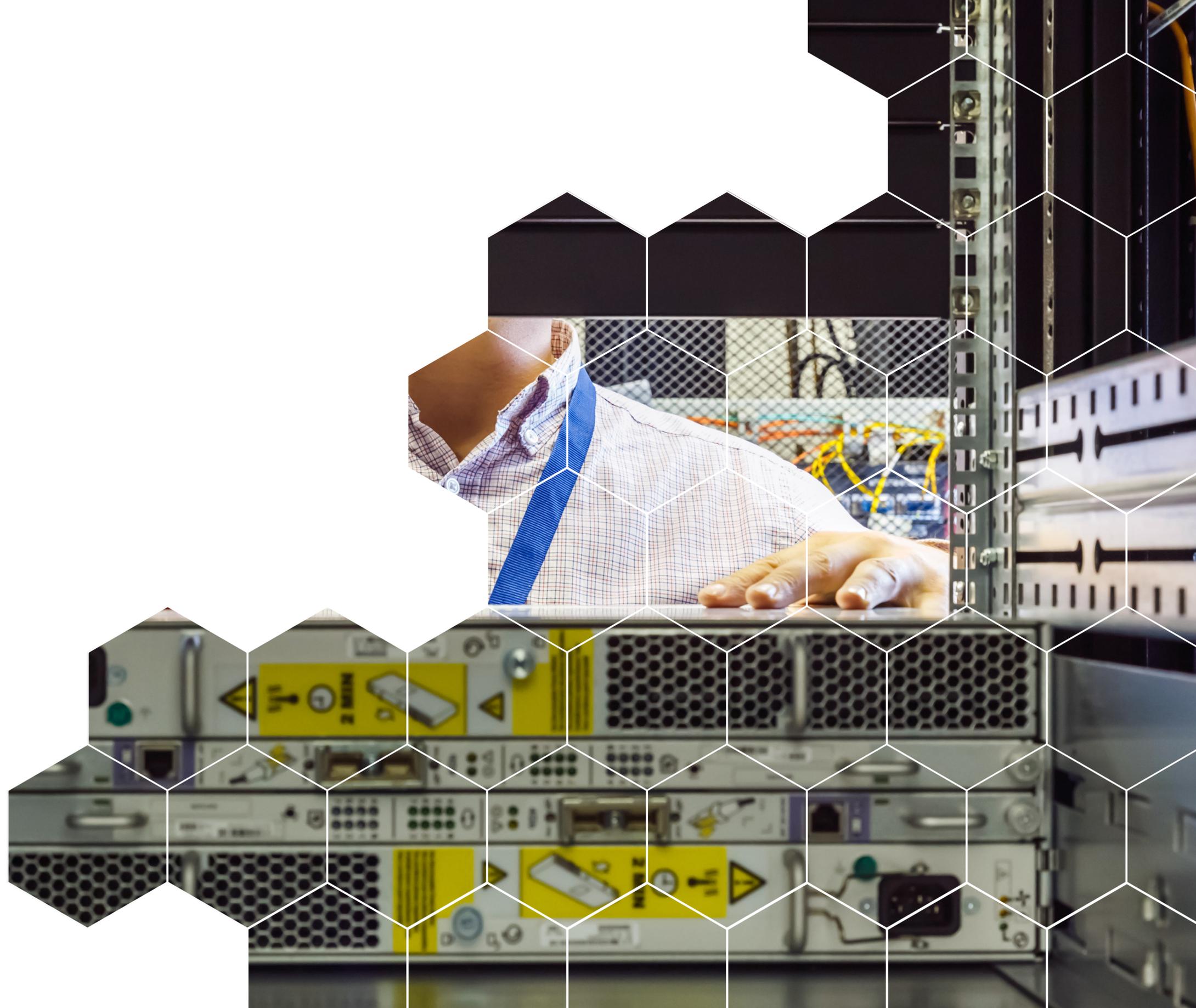




BestCare - Enablis Case Study



Enblis is delighted to achieve better customer outcomes, cost savings and operational efficiency using BestCare™ for technology installations

As an award-winning managed service provider, Enblis solves business challenges and adds value to organisations with lean IT departments every day. It helps customers make the Journey to secure modern working by delivering leading-edge communication and security technologies via its unique service framework designed to enable business agility.

Enblis, a trusted partner to many healthcare, not-for-profit, medical and professional services brands, has relied on Best Technology Services and BestCare – its innovative fixed-price field services model – to manage technology installations at customer sites for the past two years.

Anthony Grant, Enblis' Head of Project Management, says, "Our customers rely on Enblis to always respond promptly to their service requests to support their productivity. BestCare consistently delivers the reliable, predictable and high-quality outcomes we strive to achieve for our customers."

BestCare's use of experienced, reliable in-house engineers delivers quality outcomes and protects Enblis' reputation

"When Enblis engages a third party to support our customers, the customer's perception is that it's Enblis onsite, so that person must present us professionally and reflect our service values," Anthony says. "Unfortunately, many providers subcontract, meaning their delivery can become quite disconnected from the brand they represent. This is not the case with BestCare, who always send their highly-experienced, in-house engineers to our customer sites."

Anthony believes Best Technology Services' use of employees – not subcontractors – is what drives BestCare's delivery of high-quality, reliable and timely outcomes for Enblis' customers. Every BestCare installation is completed by an engineer who is fully invested in the outcome and willing to stay onsite until the job is complete to ensure Enblis' and BestCare's commitment to the customer is delivered.

"You can't put a value on what working with BestCare does for our reputation with customers, but we know it's making a demonstrable difference. We have complete confidence our service ethos and values are not just being adhered to, but that they're being enhanced whenever BestCare is onsite," Anthony says.





BestCare's competitive fixed pricing offers predictable costs

Jon Evans, Enablis' Founder and Director, admits he was initially slightly sceptical that BestCare would deliver a better service construct for Enablis and its customers. However, Jon says he is now totally sold on BestCare's model of fixed pricing for installations using pre-paid units to guarantee costs.

"We know Enablis' bottom line has directly benefited from moving to BestCare for installations," Jon says. "Moving away from the traditional time and material model to BestCare has seen Enablis realise savings in the region of 15 per cent and delivered highly predictable profit margins. We're very happy with that."

Jon also believes BestCare is making it easier for Enablis to win new business. BestCare's offer of price certainty means the Enablis presales team can present simpler costing models to prospective customers, backed by competitive pricing. Jon reports that another big positive is that bids are now produced in a much quicker timeframe too.

BestCare's frictionless support promotes operational efficiency and reduces administration

"BestCare's distinct point of difference is its frictionless booking process," Anthony says. "With our previous provider, it could take days just to make a booking to get a resource onsite. With BestCare's pre-paid units, there's no need to wait for a quote, approval or purchase order, so we're scheduling visits to customer sites within 24 hours. This process, and knowing we can always rely on BestCare to complete the job once they're onsite, really helps us manage customer expectations."

Jon adds, "Using BestCare has removed the administration back and forth between quoting and service provision. It happens automatically, optimising our operational efficiency. In any business, if you can reduce the number of touchpoints within an operational process and maintain accuracy, you can achieve what you need with less work, making the process better for everyone."

Anthony confirms BestCare's streamlined processes also deliver immediate commercial benefits as work can be billed weekly. "We could wait months for invoicing from our previous service provider. When you're tracking actual spending versus budget and experiencing significant time lags, it's frustrating. BestCare's real-time approach supports superior financial management and greater accountability."



“We know Enablis’ bottom line has directly benefited from moving to BestCare for installations”

Jon Evans
Founder and Director, Enablis



Best Technology Services acts as a partner – not a service provider

“We chose BestCare because it ticked every box from a cost, customer service and operational perspective. But the most compelling reason for our choice was Best Technology Services’ partnership approach,” Anthony says. “We’re all very passionate about Enablis being a partner, not a service provider to our own customers, because there’s a big difference between the two. Partners roll their sleeves up, get hands-on and always go the extra mile. That’s the Enablis’ way, and it’s also Best Technology Services’ way.”

“There’s a mindset of continuous improvement for BestCare and what it can help Enablis achieve,” Anthony adds. “Best Technology Services’ management team is meaningfully involved in delivering BestCare every day and always asking for feedback on how they can enhance their delivery.”

Jon also believes Best Technology Services is invested in Enablis’ success and offers a genuinely better way to manage onsite installations. This is why Jon happily recommends BestCare as a solution for managed service providers with similar business and delivery models.

“I highly recommend BestCare™ – it’s simply a more effective, efficient and reliable way to service customers. Enablis’ partnership with Best Technology Services for BestCare works incredibly well and allows us to ultimately deliver better services to our customers and a superior customer experience.”



Get in touch with Best

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