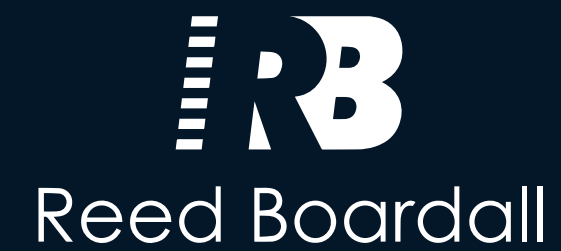


plan.com



CASE STUDY: REED BOARDALL | TYPE: ENTERPRISE | PARTNER: RED SKY TELECOM

Flexibility and enhanced Controls helps Reed Boardall keep its 180-strong vehicle fleet connected, while staying in control of their usage and costs.



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plan.com offers us the flexibility that we need.

Operating 24 hours a day, seven days a week, Reed Boardall is one of the UK's foremost temperature-controlled food distribution businesses. Based in Boroughbridge, Yorkshire, it stores and transports frozen products from manufacturers all around Europe to leading British supermarkets with its 180-strong vehicle fleet.

We're entering our third year with plan.com and I'm really happy with the service.



IAN EDWARDS – REED BOARDALL

CHARLIE CHALK
London, UK

Last Updated: 4 hours ago

80%
DATA
USAGE

ESSENTIAL

[VIEW SUMMARY CARD](#)

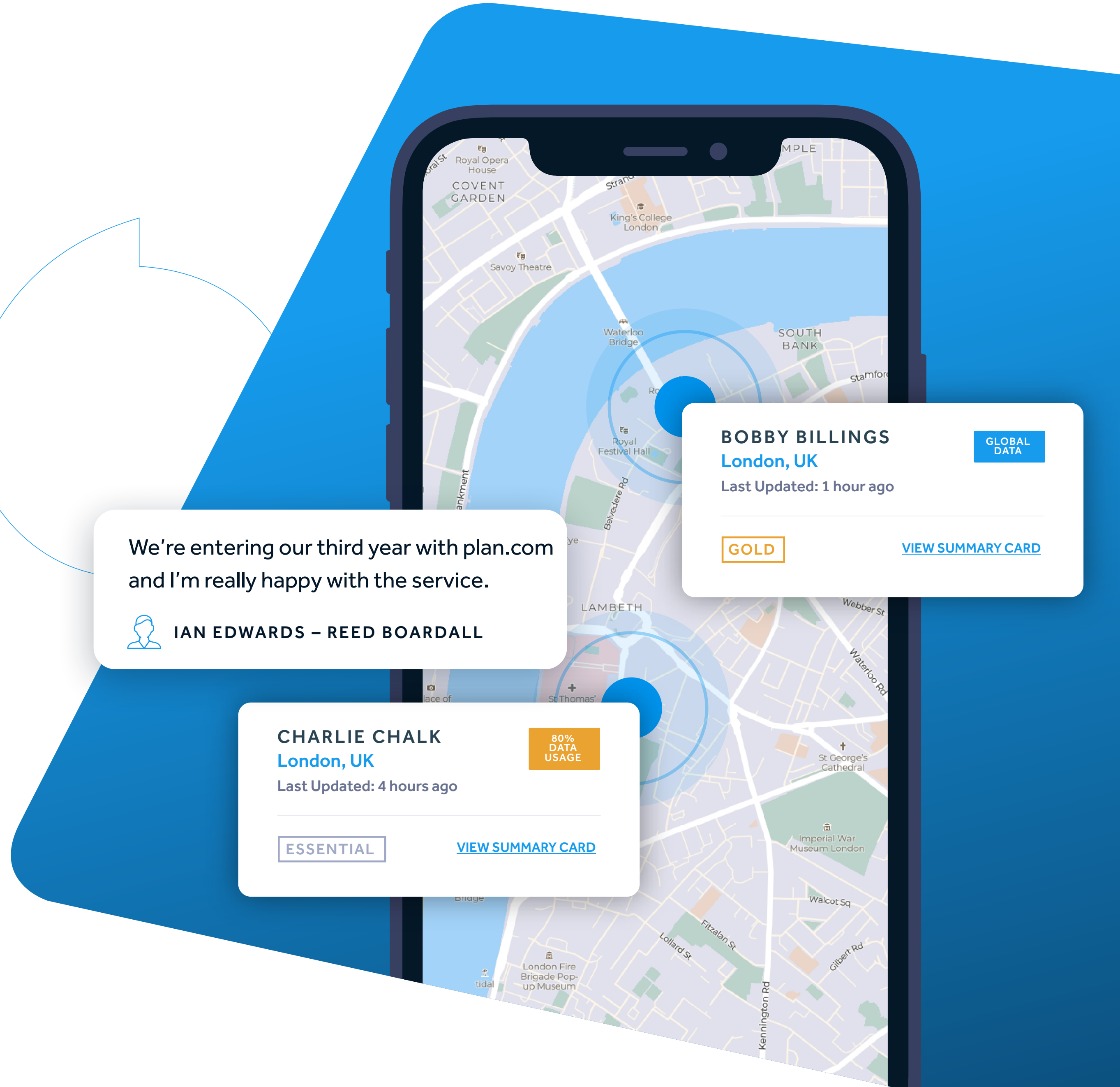
BOBBY BILLINGS
London, UK

Last Updated: 1 hour ago

GLOBAL
DATA

GOLD

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WHAT ISSUES DID PLAN.COM HELP SOLVE?

For HBE Ltd, the issues were two-fold. On the one hand, with a large workforce using an extensive fleet of vehicles, the company needs to be able to see where staff are, so that it can manage its team in the most effective way possible as it strives to offer consistently high-quality services to clients. On the other, it needs visibility over mobile phone usage in real time to monitor requirements and control costs – something that previous providers simply could not deliver.

“plan.com provides that deep level of insight, immediately whenever required, without having to make any formal request to them,” says Neil Bolton, the company’s IT Manager. “It puts the detailed location services we seek at our fingertips, and I like the specific detail that’s offered around usage and charges, right down to social media use and streaming activity.”

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REED BOARDALL AND RED SKY.

"We have been a customer of Red Sky now for 14 years and the service and support we receive is exceptional, Red Sky have recently rolled out a fantastic solution to our fleet and the process of deployment was seamless from start to finish, as it always has been over the years. Deployment is always geographically challenging when considering the number of connections we have. The team at Red Sky are always on hand to help and Neil is constantly pushing new technology and ideas to us to help us manage and service our communications needs. I would have no hesitation in recommending Red Sky Telcom to anyone" – Marcus Boardall – CEO

THE RESULT?

"The best thing about plan.com is the peace of mind it gives us," says Edwards. "Every time we see a bill, there's no additional spend and we know exactly what content and services drivers can access on their phones. It was an ideal solution for what we needed."

He adds that, as well as control, plan.com also offers flexibility: a bonus that has really come into its own since the Covid-19 pandemic hit, forcing some of the business' office staff to work from home. "It has been easy to re-purpose some of our driver phones to suit the needs of office staff using the my.plan platform. Since office workers may need to ring depots that often have premium-rate numbers,

we can unlock individual phones to de-restrict usage, adding on additional call spend monthly as we go along as necessary. That's a really important tool."

Overall, Ian Edwards sees the relationship with plan.com as a real success: "We're now entering our third year with plan.com and I'm really happy with the service," he says.

<https://www.reedboardall.com/>



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CONTACT US.

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It's not just about the technology. We can retain our customers because of the level of service that plan.com offers. It's amazing!
2-Way Communications