

elitegroup

FSG Property Services

CASE STUDY



The Background

FSG Property Services specialise in the delivery of public sector housing maintenance and improvement contracts.

Their head office is based in Milton Keynes and serves local authorities, housing associations and social housing providers across Buckinghamshire, Bedfordshire, Oxfordshire, Hertfordshire and Northamptonshire. They have also established a secondary office in Marlow as part of their expansion.

They aim to leave a lasting, positive impact on social, economic and environmental wellbeing through employment training, community projects and their commitment to local purchasing.





The Challenge

Customer satisfaction is a key focal point within FSG's services and they work hard to communicate and engage with key stakeholders, residents and the local community on every project.

As such, mobile phones are a key factor in their business to facilitate effective communication with operatives, contractors and other team members who are out on site.

Unclear contracts and problems with the service offered by their previous provider resulted in the business having to pay unexpected, unnecessary costs. With no ease of access due to a lack of portals offered by the provider, there was no way to track spending with itemised bills or manage changes on their contract.

The Solution

Our mobile consultant worked with FSG Property Services to identify their current needs and found a business mobile solution that met those needs.

We coordinated a seamless phased port of 92 connections across to a new contract that offered unlimited data and was offered on an easy-to-understand, transparent bill, so FSG knew exactly what they were paying for.

In addition, FSG Property Services have access to a provider who is there for them whenever they need it, with our specialists, account managers and support team on hand and easily contactable.



The Results

FSG Property Services benefitted from a mobile solution that effortlessly supported their business and enabled seamless communication across their teams.

The knowledgeable consultation process, provided by our mobile specialist, ensured they knew exactly what their contract included.

With simple billing and comprehensive visibility across their monthly costs, FSG had access to a business mobile solution that was cost-effective and eliminated unnecessary spending.

Going forward, they are working with a provider that is dedicated to providing a high level of service and can quickly access support via our easy-to-use ServiceNow portal.



“Working alongside Elite Group has been a very good experience and very beneficial to our business needs.”

STEVE ALLEN | FACILITIES &
PROCUREMENT COORDINATOR | FSG
PROPERTY SERVICES



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