

elitegroup

GAMA Healthcare

CASE STUDY



The **Background**

GAMA Healthcare specialises in developing and manufacturing infection prevention products for the healthcare sector.

All products are designed to help control and reduce infections in medical settings, such as hospitals, clinics and care homes. The business places a strong emphasis on research and development, continually innovating to create products that meet stringent regulatory standards.

Additionally, GAMA Healthcare provides educational resources and training to healthcare professionals to promote best practices in infection prevention.



The Challenge

Before partnering with Elite Group, GAMA had to work directly with their mobile network provider, which resulted in high costs, limited to no responses to issues and queries and time spent managing users on a daily basis.

GAMA were looking to work with a knowledgeable provider that could find the right packages for their needs. In addition, they needed a provider that would manage their mobile account for improved support and increased time efficiency.

We worked with GAMA to understand their business needs, goals and usage in order to find a mobile package that suited their business requirements.

The Solution

GAMA chose Elite Group to supply their mobile services thanks to our knowledge of mobile network providers and our ability to outline how different packages could benefit their business.

The business appreciated our consultative approach, as we took the time to understand the issues the business was facing before proposing a detailed, thorough business case. As well as outlining the cost savings of the proposed business mobile solution, we also offered a comprehensive on-boarding plan and account management approach.

As well as moving GAMA's mobile solutions onto a suitable network, we also ensured that they had the right user packages in place and took over the day-to-day management of their account, saving the business both time and money.



The Results

Our services provided a number of benefits for GAMA Healthcare including cost-savings and less time spent managing their account.

GAMA were impressed with our high quality service and proactive approach to ensure their solutions were fit for purpose. When the contract was due for renewal, we reviewed their options and moved the company's solution to a supplier that offered better coverage and even better cost savings.

We ensured migration to their new solution was seamless and any issues were resolved quickly and efficiently.

“Over the past two years, our partnership with Elite to manage our mobile network has been instrumental in enhancing our connectivity and in reducing our operational costs. Their brilliant approach to providing support and managing our account has provided real benefit to GAMA Healthcare in terms of cost savings and improved service.”

ANDY TIERLING | TECHNOLOGY DIRECTOR |
GAMA HEALTHCARE



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