



# Powering Plumbcare's emergency call outs

Case study – BT One Phone

Plumbcare is a specialist team of plumbers and heating engineers who look after homes and businesses in Yorkshire, the North and beyond. Great communication between office and remote staff is vital to coordinate support, especially when it comes to emergency call outs. But with multiple phone systems and spiralling costs, Plumbcare needed help. With BT One Phone, they found the answer.

## The challenge

**With around 30 engineers on the road and 10 call handlers in their head office, calls and communications are key to Plumbcare's success. When a call comes in from a customer, the Plumbcare team need to find an available engineer, give them the information they need and get them to a customer in the right place, at the right time.**

The team had been juggling three separate contracts for their landlines, mobile phones and broadband. Their current landline supplier was charging them for all sorts of calls and Plumbcare were convinced they were paying over the odds.

"There were bills coming left, right and centre so it needed sorting out," explains Plumbcare Operations Manager, Tom Scott.

### Case study profile

Plumbing and heating services  
30 field-based engineers  
10 call handlers  
Yorkshire

### Challenge

Three separate contracts for communications was causing confusion and a lack of control over costs.

### Solution

A single, hosted phone system that combines the best of mobile and landline features. Full reporting to help with cost control and seamless transition between office and field work.

### Product

BT One Phone

## The solution

**When Tom spoke to BT, they suggested One Phone – a hosted phone system that sends both mobile and office calls to their mobile devices.**

By taking BT One Phone, Plumbcare replaced the confusing tangle of separate contracts and bills with a single service (and a single bill). Better still, having one phone that covered both the office and the field meant the transition between the two was seamless.

“BT One Phone meant we only had one bill, one way of managing things, and one BT Local Business to call if I had a problem. That was really appealing to me, especially because of the mess we were in at the time.”

Cost and simplicity weren't the only benefits that Plumbcare found in BT One Phone. With a single, synchronised directory on every

device, contacting engineers on the move was made easy. And where there used to be a hunt group set up for Plumbcare's planning team, now individual team members had their own number, despite there being an overall reduction in phone lines.

“Everyone likes it. They like the fact that they can contact anyone from the directory and the best thing is that it works in the same way as a regular phone system,” says Tom. “They don't have the complication of added mobile numbers or different office numbers – they can get hold of people with just one push of a button and without having to look them up.”

“We're a local business, with local customers and local suppliers. So it's great we've been able to get our phone system from a local supplier too.”

**Tom Scott,**  
Operations Manager, Plumbcare

## The result

**After a smooth installation that Plumbcare's customers wouldn't even notice, everyone was quickly making the most of BT One Phone's features. And there was a simplified, cheaper bill at the end of it all.**

Tom can now keep track of engineers who are using up all their data and sort things out before it becomes a big problem. “Instead of running up massive bills, I can limit the amount of data that they've got and set up a warning if they reach 80% of their maximum allowance” he says. “Before BT One Phone, it wasn't until we received the bill that we knew anything about it. Now I've got the flexibility to look at what people are doing on a day-to-day basis.”

As Plumbcare grows, they plan to make use of BT One Phone's call recording features to help them continue to deliver the stellar customer service they're known for.

And features like Presence mean that head office staff can quickly see which engineers are with customers and make sure they're not interrupted during a critical moment of a call out.

It's not just BT One Phone that's impressed Tom. Dealing with BT Local Business has given him the best of both worlds – it's an independent business, but it's backed by BT. So Tom gets the best technology, products and services, backed by local expertise, right on his doorstep. “If you phone up BT Local Business, you speak to an actual person” he says, “I very much feel they have my interests at heart and that's what I appreciate.”

“The installation itself was seamless and we didn't miss any calls. All of our engineers' SIM cards were transferred without any problems. I couldn't have asked for more.”

**Tom Scott,**  
Operations Manager, Plumbcare

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