

The Diocese of Chelmsford is one of 50 Dioceses in the UK. One of the largest dioceses, Chelmsford covers all of Essex and five East London boroughs – Waltham Forest, Barking and Dagenham, Havering, Newham and Redbridge. With 500 parishes, 618 churches and 139 church schools, the diocese spans some 1,500 square miles.

Andrew Bucknell, the first dedicated IT Officer for the Diocesan office in Chelmsford, manages the Diocesan infrastructure which includes telephone lines, broadband, computers and IT training requirements. He holds IT responsibility for 9 outstations, he supports four Bishops, four Arch Deacons and the Diocesan Director of Ordnance.

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The Church of England  
in Essex and East London  
Diocese of Chelmsford

# Diocese of Chelmsford

Mobile packages designed for individual requirements

## The Challenge

Originally, there were approximately 10 key members of staff who were issued with mobile telephones. The problem was that they were different phones, on different contracts, operating on different networks which made the administration of the contracts both expensive and time consuming.

The brief to suppliers was the apparently simple matter of providing 12 mobile phones with ample minutes, reasonable handsets and some texts, all of which to be managed on a single contract and for the best possible price.

The key thing for the Diocese was that it wanted to keep all existing mobile numbers, which was complicated by the fact that they were provided by a range of suppliers with different contractual terms.

Andrew explained, "Initially, I invited the representatives from the major networks, Orange, Vodaphone, T-Mobile and 02 to give me their proposals. In addition, Excell were invited to tender as they were an existing supplier to the Diocese".

The key drivers for Andrew were to reduce the costs of the Diocese's mobile phone service and to reduce the administration involved in managing the disparate mobile accounts.

## The Solution

Having reviewed all the proposals, it soon became clear to Andrew that Excell's mobile solution would be of most benefit to the Diocese, as Andrew explains, "All the main mobile providers were offering their usual high street tariffs whilst Excell, who are a business partner of 02, were able to be more flexible and provide us with a package customised to our needs. It was this flexibility that was the biggest influence on why we went with them". Another advantage for the Diocese was that Excell were already a communications provider, so all their telecommunications requirements would now appear on one bill. However, whilst this was an added benefit, Andrew pointed out that "As a charity, we are obliged to find the most cost effective solution, so whilst single billing is convenient, if Excell had not offered their flexible, customised package at the best price, then they would not have won this contract".

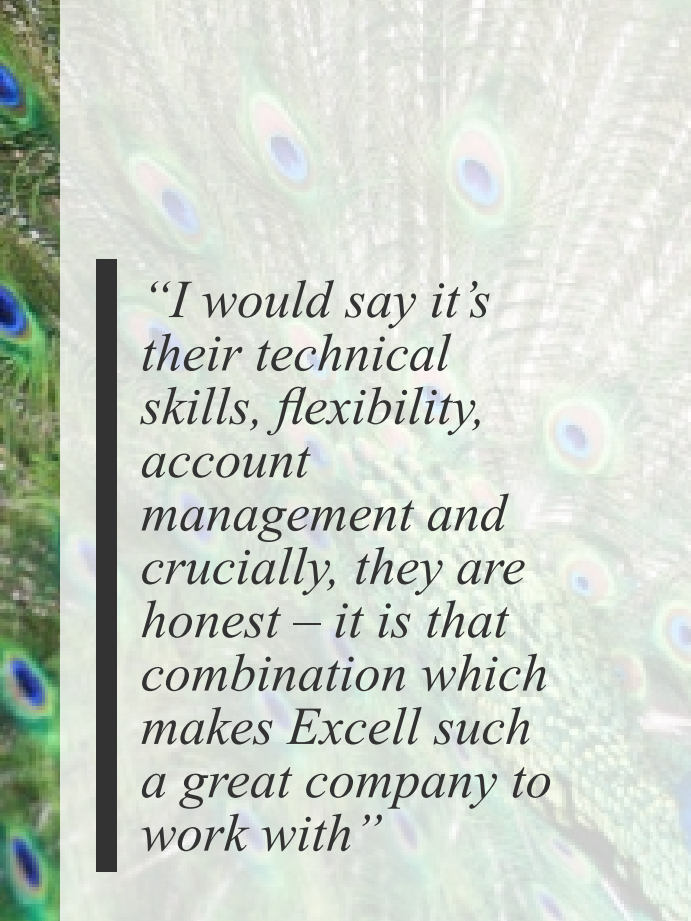
The support given to the Diocese was such that the migration from 10 individual accounts to one account was fairly painless. Andrew commented, "Excell gave us help and support in terms of disconnecting the old phones and getting portable authorisation codes [PACs] to migrate. If we had any problems with other networks being difficult and not wanting to release the number, Excell gave us help with that too. We then went through the process of deciding which handset was most suitable for each key worker".

Part of Excell's support to the migration process was to provide draft letters to send to the various suppliers, which eased the issues around cancelling existing contracts and obtaining PAC codes.

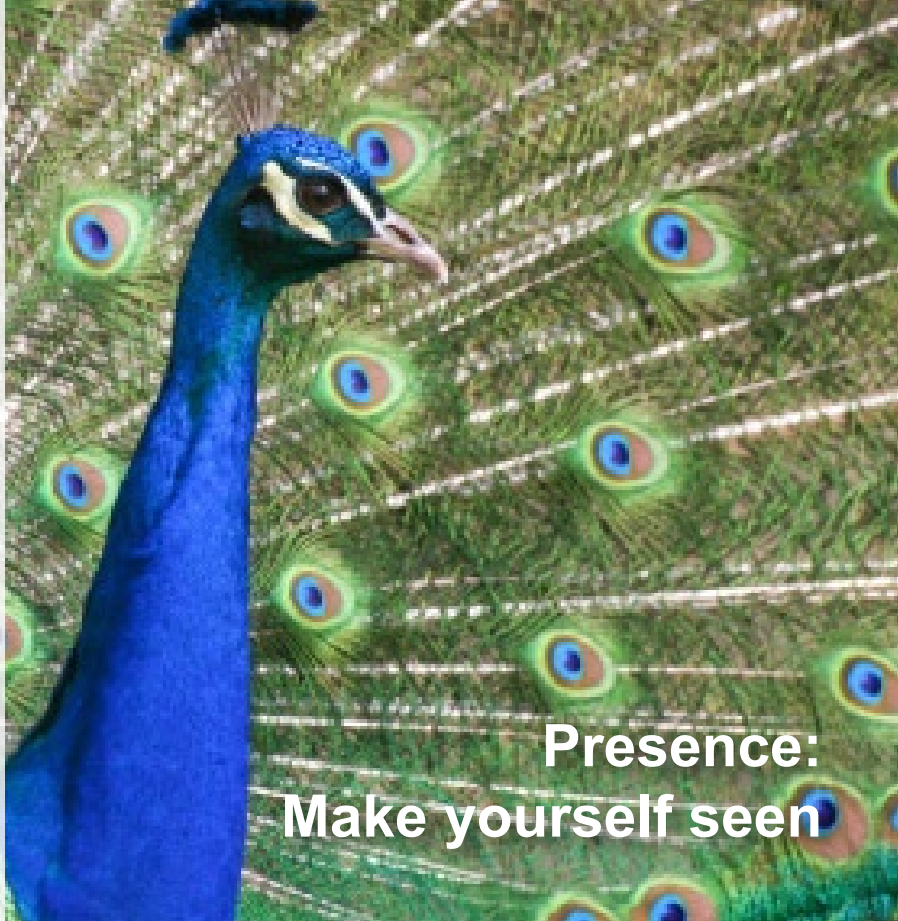
"Excell really know their business", said Andrew "The other organisations we approached were not as on the ball as Excell. There was no technical challenge really, in bringing the mobiles into one contract, the only challenge was sorting out the portability, to make sure that the migration was smooth and that none of our users were without a mobile for long. I think it really comes down to Excell's excellent account management".

Andrew pondered, "I have often wondered why the major networks couldn't offer that package to us. But I guess the answer to that is basically the size of the account. If you are going to go to a major player and say right, we need 200+ handsets, they would bend over backwards to get your business; for relatively small accounts of less than 25, they are not interested. It is very disheartening – the big boys just don't want to deal with you but at the end of the day you have to remain focussed, think of what your goals are and of what's right for you and what's right for the business – and for us as a charity, its very much boils down to cost".





*“I would say it’s their technical skills, flexibility, account management and crucially, they are honest – it is that combination which makes Excell such a great company to work with”*



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## Benefits

Since moving to the new Excell mobile solution the Diocese estimates it has saved between £50-£100 a month. As Andrew pointed out, “Overtime, this amount of saving really mounts up. Also, the charity’s needs have changed over time and another benefit of Excell’s flexibility is that as they add extra phones to the account, the renewal date remains the same so that the new phone may just have a six or eighteen month contract depending on when the main contract expires”.

Another benefit from Excell is that should a phone develop a fault and need to be repaired, Andrew can put the sim in one of his spare phones, so there is no loss of service.

Excell’s ethos is to ensure that account management is appropriate for the needs of the client, which in the Diocese’s case is a simple catch-up on a regular basis. According to Andrew, Excell’s account management is another key benefit of dealing with Excell, “To summarise”, said Andrew, “I would say it’s their technical skills, flexibility, account management and crucially, they are honest – it is that combination which makes Excell such a great company to work with”.

## The Future

The relationship between the Diocese of Chelmsford and Excell is set to continue, as Andrew has recently renewed the mobile contract. Andrew commented, “Towards the end of the initial contract a lot of the other companies started approaching us, wanting our business. We could have given them the opportunity to tender, but because of the strong relationship we now have with Excell – who have met our needs on cost and flexibility again and again, we chose to resign with them”.

In addition to the mobile contract, Andrew has recently awarded Excell a contract to provide broadband across nine sites. Part of this programme is to allow remote workers to access the core network. Andrew said, “What I like about Excell is that I can say to them that I have a concept, but am not sure quite what needs to be done to make it work, how can we achieve it? I know they will come back with a number of options on how to bring the concept into being. Excell is energetic, creative and responsive – and for me that is what sets them apart”.

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