



*“Rapid and professional response and a better end-to-end solution.”*

*Mark Taylor, IT Manager*

Providing 24/7/365  
mobile services for people  
travelling globally

## The Situation

Established in Manchester in 1836, James Galt & Co Ltd produce and sell quality toys for children up to the age of 10.

In December 2007, the company became part of an American Corporation. They wanted to transfer away from the mobile phone arrangement that had been provided by their previous owners, a UK PLC, and get quickly their own solution in place, including BlackBerry for email on the move.

## The Solution

James Galt were looking for better coverage than they received from their previous network. They also wanted to provide mobile services for their people travelling to the USA and Far East.

They chose Mobile5 because of our ability to respond quickly and our experience in implementation. They have since extended the contract and upgraded to add Satellite Navigation and car kits for their people travelling the UK.

## The Impact

- Rationalised the voice contract for a more cost-effective solution
- Added BlackBerry for global email access
- Spare devices available in case of emergency
- Arranged car kits to be installed nationwide
- Two-year contract extended mid-term for another year
- Now talking about NetBooks with mobile broadband

## Highlights

- Speedy implementation
- BlackBerry deployed
- Quick response within 30 minutes
- Good technical advice
- Quick resolution to queries

"Our first contact with Mobile5 was on 12/2/08 and the live date was 13/3/08. It was a very quick turnaround from nothing to having mobile phones, mobile email and a BlackBerry server in the office, as well as full training given to 15 users, with no hiccups.

We didn't have the luxury of time. Mobile5 provided the end-to-end solution we wanted in the time we wanted, with a rapid and professional response.

Having BlackBerry for 24/7/365 global email access is well worth it. One measure of success is that people can't live without their BlackBerry! They depend on them. Our MD just loves the mobile email capabilities we've given him.

Mobile5 offer professional advice for selling with after-sales support that is just as responsive. They give trusted and impartial advice across all telecoms providers. It's not just a narrow offering; it's a reasonable spread. Mobile5 being on the ball makes my life easier. I can't sing their praises enough."

**Mark Taylor,**  
IT Manager

To discuss your communication requirements, please contact;

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