



COMPLEX NEEDS, SIMPLE SOLUTIONS

A Garnell Case Study

About Aurora

The Aurora group is an international LED lighting organisation specialising in the design, manufacturing and distribution of innovative, smart energy-saving solutions for projects, trade and OEM/ ODM customers through a dedicated global network that spans more than 70 countries.

Feedback

“Over the past 5 years Garnell has provided great savings, excellent customer service and support along with pro-active account management.”

- Andy Parish, Technology and Network Manager

info@garnell.com
+44 (0) 1707 321 100
Garnell Corporate Communications



- One account manager
- One supplier
- One contact

Services provided by Garnell

International Roaming Support

Participating in shows and events around the world, Aurora's employees are often travelling. To keep this **as hassle and cost free as possible** Garnell ensures that the voice and data tariffs in place are personalised to individual user's requirements to ensure bills are kept to the absolute minimum.

Local Supplier

Being located locally enables huge communication flexibility. All correspondences and processes from device delivery to account reviews are easily adapted to best fit Aurora's current requirements.

Operations Support

Garnell has a dedicated customer service team on hand to help with any queries or requests and response times are typically within the hour.





Huge Telecoms Savings

Garnell continuously monitors the usage of Aurora's telecoms devices to ensure that they have the most cost effective tariffs in place. The data team regularly reviews expenditure and Aurora are provided with a breakdown of all costs and savings each month. **Garnell has forecasted company savings of over £27K over a 2-year period based on current usage.**

Technical Team

With technology constantly changing, the Garnell technical team is always here to help with any device issues or technical support that is needed.

Hardware Guide and Support

Aurora continues to remain at the forefront of technology. With this in mind Garnell ensures that Aurora are always kept informed of the **latest products and devices** available.



info@garnell.com
+44 (0) 1707 321 100
Garnell Corporate Communications