

SPRING/SUMMER 2021

# connect

## BUSINESS

Inside this issue...

5G Rollout

Inside the Office  
for Bill Manager

VoIP, the right solution

Cutting gas &  
electricity costs with us

Tea break Quiz

### NEW Samsung Galaxy\* S21 5G just £45 a month

Unlimited Calls & Texts, 6GB Data a month  
Available in Grey, White, Violet and Pink

Get your hands on the latest Samsung Galaxy S21, 5G, available in 128GB or 256GB with a superb 6.2" dynamic amoled 2X screen, triple cameras featuring optical & hybrid zoom, HDR video, wireless charging and loads more! Strong, Sleek and refined, also packed to the brim with a host of goodies...

\*£45 a month plus VAT is based on Samsung Galaxy S21 128GB, on a 36 month contract with O2, new connection or port, subject to credit check, terms and conditions apply. Handset subject to availability. Offer may be withdrawn at any time.

### NEW Samsung Galaxy Tab A7 10" Tablet & Unlimited Data Bundle just £25 a month\*\*

Surf, connect, download, play, share, its endless.... Use as much data as you need with O2's Unlimited Data Offer!

**Limited Offer - Free Samsung Galaxy Tab A7 10" Tablet and unlimited data every month ONLY £25 a month**

The Samsung Galaxy Tab A7 features 10.4" screen, 32GB memory, 8MP main camera, 5MP selfie camera, stereo speakers, bluetooth, GPS, fast charging with a wide range of Samsung apps, games, music etc. Available in Gray, Silver or Gold. Unlimited Data is restricted to fair usage (650gb, 35gb EU)

\*\*£25 a month plus VAT, based on 30month contract with O2, new connection only, subject to credit check, terms and conditions apply. Tablet subject to availability. Offer may be withdrawn at any time.

  
O2  
business

Direct  
Partner  
Network



Tel: 01268 495555

# 5G coming to a town near you...

5G offers the potential to transform businesses and sectors. It's more than just pure connectivity. It has the potential to unlock new experiences and increase productivity around all the things that matter most, so you can transform your business and live life without wasting a moment.

## Power to the people

With much higher speeds than 4G, 5G lets you do everything you can now, but faster. Enhanced mobile broadband will improve communications between remote workers through seamless HD video conferencing—as well as introducing new possibilities such as 3D holographic calls and augmented, assisted or virtual reality to support, educate and inform people in exciting new ways. And with high-capacity connectivity even in the busiest areas, we will benefit from fast and secure connections for document collaboration, high-speed downloads and more.

O2 now has 5G in parts of most major UK towns and cities, as well as lots of smaller towns and villages. To make sure you get 5G where you need it most, O2 are targeting transport hubs, key business areas and entertainment and sports venues, including The O2 and Twickenham Stadium.



## We've got you covered

New handsets? Take out one of our Mobile Protection Plans and get covered from just £3.99\* a month. Our MPP plans cover handsets against Theft, Loss, Breakdown, Accidental Damage, Screen or Liquid Damage.

Whether you have just the one handset or need group cover for all your business mobile phones – we have an affordable plan to suit. It's quick and easy to apply, call and ask for further details and an application form

**T: 01268 495555 E: mpp@adsi.co.uk**

\*From £3.99, premiums vary depending handset value. Mobile Protection Plan will entitle you to repair or replacement of your mobile handset. T&Cs apply, available upon request.



## Inside the office' with our Bill Manager Service

We know the majority of our customers receive our Bill Managers service each month, so we put together some Stats & Facts provided by Clare, our Sales Admin Manager;

O2 Bill for XXXXXX Ltd for the Invoiced Period January 2019

MPI	User Name	Call Type	Qty	Breakdown	Post Bundle Cost
07788XXXXX	John Smith	Non Geographical	1	18 seconds	£0.39
07788XXXXX	John Smith	International	4	1246 seconds	£3.67
07788XXXXX	John Smith	Multimedia	2	2 texts	£0.42
07788XXXXX	Tom Booth	International	40	12658 seconds	£37.12
07788XXXXX	Fred Blyth	International	54	9935 seconds	£33.24
07788XXXXX	Fred Blyth	Texts	33	33 texts	£0.10
07788XXXXX	Sue Cuff	International	9	1459 seconds	£1.93
07788XXXXX	Sue Cuff	Texts	2	2 texts	£0.10
07788XXXXX	Sue Cuff	Non Geographical	4	379 seconds	£4.16
07788XXXXX	Emily Potts	Multimedia	1	1 text	£0.21
07788XXXXX	Emily Potts	Premium Rate Text	1	1 text	£3.75
07788XXXXX	James Hill	Non Geographical	2	404 seconds	£3.00
07788XXXXX	James Hill	International	7	485 seconds	£6.18
07788XXXXX	Chris Ade	International	1	19 seconds	£0.03
07788XXXXX	Chris Ade	Texts	59	59 texts	£0.10
07788XXXXX	Jackie Bright	International	1	39 seconds	£0.05
07788XXXXX	Richard Watt	International	4	828 seconds	£1.09
07788XXXXX	Richard Watt	Texts	135	135 texts	£0.30

### How many bill manager reports do we download every month?

In 2020 it averaged 5642 a month – wow! Back in 2013 when we started the bill manager reporting service it was 3227.

### How do we manage to process that many bespoke reports & emails?

Firstly, our in-house developers have built a clever system that compiles all the data from each invoice/account for usage & cost analysis reports. These are downloaded daily once the monthly invoices are available. Once the reports are ready, the team process them into emails.

The majority of bill manager emails get sent automatically every day. However, our wonderful internal system alerts us if there are any accounts with overspend. These ones we review manually to see where the spend has occurred and how it can be prevented in future billing.

It can take anything from 30 mins to a couple of hours a day to go through the ones that need attention.

### What attachments are sent with the emails?

There are usually 3 in total; the bill analysis in graph form, a comprehensive spreadsheet with a full breakdown of the costs, and then the O2 bill. Sometimes they could have multiple O2 invoices!

### What else is in the message?

Each customer email is also loaded with Top Tips, News from ADSI, a Monthly Update, Get to Know your Account Manager and a quick message about how the account is performing – phew!

### Do we think customers take notice of these emails/messages?

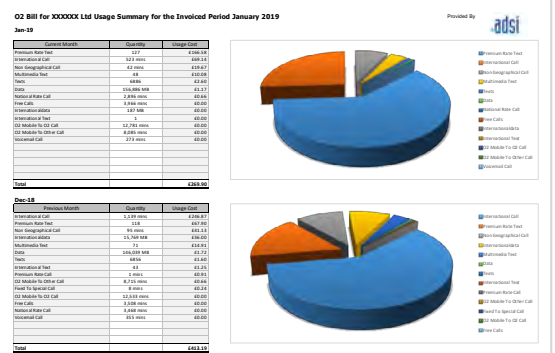
Yes, absolutely!!! We receive a huge amount of feedback every month - thank you's, comments on the commentary, questions on the bill, prompts to change etc – the service works, helps manage costs and quite simply, you all seem to love it!

### Clare says

“Honestly, I love sending bill managers, I love helping people or telling the guys you need to call customers and offer them a solution!

You need to know what you are looking for when sending bill managers, because I have done it so long I know most things. If something new pops up, I find out about it and then I know the answer if it occurs again.

Another Bill Manager wizard is Vicky (Operations Assistant), she knows a lot more than me and I always use her for other queries. Vicky previously worked at O2 so its great we have her in-depth knowledge.



# Connectivity ... high performance, reliable access for your business

Access is critical for today's digital businesses and ADSI VoIP telephony ticks all the boxes as its suitable for SME's through to Enterprise businesses.

## The Problem

Organisations are looking for the most reliable, high quality and cost-effective way to connect different premises ranging from home offices to HQ.

They want the flexibility to expand or contract activities at particular locations, and to cater for staff working preferences – many employees work from multiple sites or from home.

They also need the capability and support to quickly add or adjust capacity to meet changing businesses demands, whether these are seasonal, to meet the needs of a marketing campaign, or to react to incidents and provide business continuity.

Users of core function applications such as e-mail, Customer Relationship Management (CRM), sales order processing, accounting and Enterprise Resource Planning (ERP) rely on the network that connects the business to cloud service providers and the public internet.

Connectivity between locations and from the organisation to the internet is now a business-critical resource. If it fails, work stops. If its performance is sub-standard, work slows. So connectivity is critical to business survival, now more than ever!

## The Solution

**Hosted Telephony** - Our complete hosted communications service provides businesses with an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal, taking the burden of managing your telephony away from your IT team.

ADSI VoIP is managed by its own core network, enabling it to provide secure performance for business-critical applications. We manage and configure the system according to your organisation's needs, you simply tell us what you need, how & where you are going to use it and we do the rest! Employees can then manage their calls easily and effectively, thereby maximising individual productivity.

Fully managed VoIP Telephony is available from £15.95\* per month, per desk, no upfront costs, no disruption, no hassle.

Features low cost and free IP calling, 2000 free minutes per month to UK mobile numbers, and 2000 a month to UK landlines, free handset, free installation and user training, ongoing professional support from our dedicated voip team.

VoIP is suitable for small to medium enterprises. Don't just take our word for it, Body Beliefs Osteopathy had our system installed last year;

**“** As for all businesses' telecoms are an important part, but as an Osteopath, telecoms are a vital lifeline, enabling excellent and effortless communication between practitioner and patient.

I would like to thank Dave from ADSI for advising and helping with the new VoIP system we at Body Beliefs use. This now enables myself and my virtual assistant to answer every call we receive, the increase in answered calls has led to more successful bookings.

The service provided by both Dave, and Nick, has been impeccable, with any teething problems being acknowledged within minutes and usually fixed within the hour.

Body Beliefs Osteopathy now has the foundations to develop and grow in the future.

Rory Tyrrell



# Talk to us about energy

If you have never spoken to us about your Business Gas & Electricity bills, Why? You must use either gas or electricity, or both, and you probably pay suppliers such as British Gas, Scottish Power, Eon, EDF, Gulf, Total etc etc – well, we deal with all these and more!

We are here to help YOU, our energy consultancy is completely free from obligation and completely free of charge. We have a team of experienced, trained energy staff that can negotiate tariffs on your behalf and get the best deal for your usage. If there is money to be saved on your supply, we will let you know, then its entirely up to you if you want to take up our recommendation. If you do, we handle all the paperwork and liaise with suppliers for you – hassle free, with minimum disruption.

Interested? Just send the team a copy of your latest gas and electricity bill and we'll be in touch.

Drainsmart did and they've enjoyed hassle free energy account management for years!

**“** Simon introduced himself to us when he took over our account and has been friendly and helpful from the very first conversation.

We had a couple of properties which we had forgotten to inform ADSI of, and were confused as to what was currently in contract & that we were paying high tariff rates. Simon got this organised with minimal input from us which helped massively, he also managed to save us money at the same time.

I feel confident that our account is in safe hands which gives us one less thing to think about in the running of our business; I know Simon will be in touch as and when I need to know something. I would not hesitate to recommend ADSI Energy and have no intention of going elsewhere as I know they will do everything they can to get us the best deal possible.

Tony Marsh, Drainsmart Ltd

T: 01268 495555  
energy@adsi.co.uk

## Staff Focus

Rhianne Pearce is our Assistant Accountant although currently she's heading up the Operations Team (whilst Karly is on maternity leave) so a busy lady!

Rhianne started with us in Admin in 2015 where she learnt all the operation processes for mobiles, voip and energy. She's a fully-fledged member of the team that order, connect, port, despatch & handle any mobile issues; if you call us regularly you've no doubt spoken to her!

Not one to sit back, a couple of years ago she started to pursue a career in accountancy. She's studying for her ACCA qualification in her spare time! As we all know, last year was tough and most of the exams were put on hold, but she still dedicated to studying hard & can often be seen pouring over a huge text book at lunchtimes!

At 27 her love of attending live gigs, festivals and travelling the world sadly ground to a halt due to the pandemic. Her tickets to Glastonbury have been rolled over more times than the lottery! Let's hope this year she'll be able to do more than have drinks in the garden and walks along the beach...

So we asked Rhianne;

### Best bits of the job?

Adrian is always looking for ways to introduce new pieces of software and technology to make our processes slicker, so my role is always evolving – although I've been doing something similar for the last 6 years, it's definitely not stayed the same! This, as well as always having something to do, keeps it interesting!

### The thing you missed most, or found strange, about working in 2020?

I was lucky enough to work in a team of 6 ladies that I truly enjoyed spending time with, so only 2 of us being in the office for several months was very strange. The rest were definitely missed.

Apart from that, the day to day operations of the business luckily weren't affected too much. It was just odd driving in on such quiet roads and not being able to pop to Tesco at lunchtime for fear of a 40 minute queue!

### Any exciting plans for 2021? (fingers crossed of course)

A 'normal' summer is looking less likely to return this year, but my boyfriend and I are planning to buy our first property together. I'm interiors obsessed so I can't wait to move in and get painting!



## Contact us

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## Who's who...

**Adrian Spreadborough**  
Managing Director

**Grant Weitsz**  
IT Manager

**Rob Foote**  
Head of Mobiles

**Jackie Robinson**  
Finance & Operations  
Manager

**Rhianne Pearce**  
Acting Sales Operations  
Manager

**Sue Dennison**  
Marketing Manager

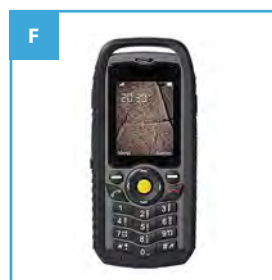
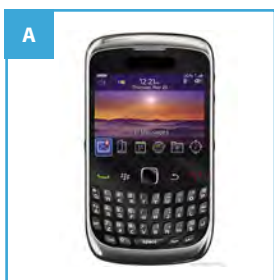
**Carly Rand**  
HR Manager

## Tea Break Quiz

Still working from home, it must be time for a break?  
Try our 'name that handset' quiz - no googling!

Answers on a postcard to [marketing@adsi.co.uk](mailto:marketing@adsi.co.uk). Every correct (or very nearly correct!) entry will be sent a gift from our special marketing goody cupboard! Bonus gift if you name the correct year of launch!

### Name that phone & years of launch;



### Need help with a handset, VoIP system, MDM....

take a look at the support pages on our website; [www.adsi.co.uk/handset-support](http://www.adsi.co.uk/handset-support) or our YouTube Channel; just search ADSI and you'll see our logo!

**Recommend a colleague or business associate and you will both be rewarded £20. OR donate to a charity of your choice.**

Simply let your account manager know the details of any business friend that would be interested in any of our services, once they have taken out a service, we will send you £20 and credit their new account with £20 too.

*Recommend as many as you like - no limit!*