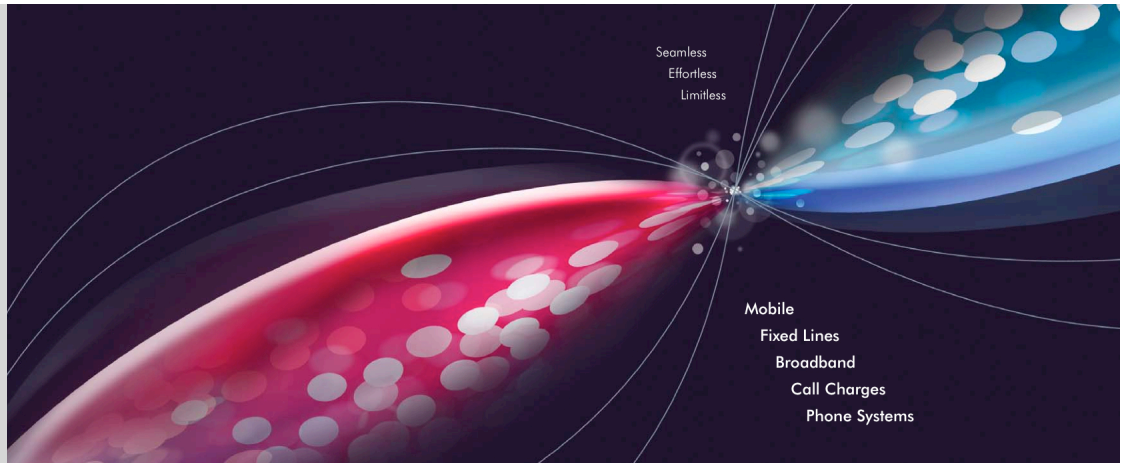


# CASESTUDY

Expro International



## Southern Communications help Expro International to achieve cost savings and maximise business efficiency

Expro International has been using Southern Communications since October 2007 for all of its calls and lines. As a multi-site, global business, Expro need to ensure costs are minimised, with particular emphasis on reducing international call charges.



**EXPRO**

**Expro specialise in well flow management and is a leading provider of products and services that measure, improve, control and process flow from high-value oil and gas wells. Its customers include global brands such as BP, Mobil and Exxon. With its head office in the UK, Expro employs more than 4,000 highly trained staff in 50 countries and is owned by a Private Equity consortium led by Candover.**

### Background

Expro has experienced rapid growth in recent years. Firstly, the acquisition of another provider in 2006 meant the business doubled in size overnight. This was followed by

a change of ownership when a Private Equity consortium led by Candover took over control in early 2008, turning Expro from a UK-only business to a multi-site, global company operating in more than 50 countries.

### The issues

The changes in business structure and ownership were a driving force in Expro addressing several key issues with its telecoms systems. The quick growth meant that telecoms costs were increasing rapidly as the number of employees and sites grew both in the UK and internationally. However, it was an error made by the previous telecoms supplier that led Expro to seek an alternative telecoms provider. Martin Ogden, Head of Infrastructure and Operations Support explains. "During a 2007 head office

move mistakes made by the provider at the time led to downtime in some of the vital business systems we rely on. This, coupled with rising telecoms costs and an unsatisfactory level of customer service resulted in us making the decision to seek an alternative supplier."

Martin says that in reality reducing the costs of their telecoms was not the driving factor in selecting Southern Communications. "We needed a supplier that was easy to deal with and could quickly assess and understand our needs, leaving us free to concentrate on the business." In total, three providers were asked to tender for the contract and even at this early stage, Southern Communications began to emerge as a front-runner. "They provided a simple, to-



# CASESTUDY



Image: One of countless oil rigs that rely on Expro well flow management

**“It was very important for us to work with a supplier we could rely on”**

**Martin Ogden, Expro International**

the-point proposal that was easy to understand and showed a clear understanding of our needs, whilst demonstrating they could reduce the cost of our calls and lines" says Martin. They quickly made the decision to switch supply to Southern Communications.

#### **The answer**

Southern Communications quickly took control of the whole process, ensuring a trouble-free transition of all of the company's calls and lines. Martin continues, "It was very important for us to work with a supplier that we could rely on and one that could offer excellent service levels. Southern Communications simply did what they said they would do, when they said they

would do it, without us needing to constantly chase and manage them. From a financial point of view they were a lot cheaper than our previous supplier but more importantly, the whole process was so easy". Southern Communications were also invaluable when it came to understanding and resolving issues with a new call management system being installed at the Expro head office - identifying old lines that were incompatible and resolving the problems quickly and with no downtime.

#### **The benefits**

Fast-forward to 2009 and Expro continue to enjoy real benefits as a result of switching it's telecoms to Southern Communications. Not only has

the company seen a reduction in it's call charges of between 20-30%, but more importantly, the service has been unquestionable.

The result is a robust telecoms service that maximises business efficiency by allowing the management team at Expro to focus on running the business.

Martin concludes:

**"Southern Communications deal with everything very, very well. We were so impressed we signed a two-year deal on renew of our initial contract."**



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