

George Cox Case Study



ABOUT

Civil engineers George Cox have been working in the industry for 78 years. The company primarily works for public services such as councils, as well as the private sector in and around the North West of England. They operate in various locations including Blackpool, Rochdale, Bury, Stockport, and parts of Cheshire.

"You won't get a better company ... Bluebox want to help you. They're not out to help themselves. They generally care about you as an individual and a company... I couldn't ask for more. They're great. They took a lot of the stress off me... They know what I want to do and help me achieve that."

For Emma, Bluebox isn't just a service provider, but a partner in her company's technological growth and success.

THE CHALLENGE

The company faces several challenges in managing the company's IT and telecommunications. Emma Cox, IT & Marketing coordinator, wanted one central company to look after everything. They'd previously outsourced to a number of different companies and that solution wasn't working. There were also historical problems with their server that needed dealing with. Security had become a significant concern, and Emma's workload had increased considerably. Additionally, the company was working with outdated infrastructure, including an old copper line handling about 60 VPNs daily.

THE SOLUTION

Bluebox provided comprehensive solutions to address these challenges. They took over the office phones, mobile contracts, and IT services, and centralised everything. Their representative, Cameron, solves problems proactively, often before Emma is even aware of them. Bluebox has also taken on much of the IT workload, handling tasks that Emma previously managed herself. They are currently working on upgrading the company's Wi-Fi system and internet infrastructure.

THE OUTCOME

1 Emma is delighted with Bluebox. Everyone is just less stressed, especially when it comes to managing new starters. Mobile contracts are managed smoothly, and she appreciates the proactive problem-solving approach. Emma trusts Bluebox's judgement and feels confident they're not there to take advantage of her. She also values the learning opportunities, as the Bluebox team takes the time to explain their solutions, allowing her to expand her own IT knowledge.

2 Emma summed up her experience by saying, **"I couldn't ask for more. They took a lot of the stress off me."**

"We'd have geeky conversations. I knew I was going to get the service that I wanted." Emma loves that Bluebox understands her goals and helps her achieve them. The personal relationships and technical conversations she's able to have with the team members give her confidence in the service she receives.

