

Clover Group



Focus Group's robust relationship with leading network provider gives Clover Group complete peace of mind regarding costs.

Location: Shepperton | **Number of users:** 50-200

The project

Clover Group is a global logistics and freight forwarding services company that specialises in complex industries. However, Clover Group recently experienced a bill shock with O2, which wasn't ideal. In a nutshell, a bill shock is an unexpected (and unpleasant) surprise when a bill for services is significantly higher than expected.

We'd be shocked too, as high data bills can strain budgets and risk disrupting communication vital for tracking, coordination, and customer service, all of which are critical in logistics, where real-time data is paramount.

To solve these stresses, Clover Group needed someone who could masterfully negotiate with O2 directly and provide them with tailored, cost-effective communication services. That's where we stepped in.

The solution

Understandably, Clover Group was unhappy to be hit with these charges. And so, through great efforts between Focus Group managers, our support team began to rectify the charges.

If you weren't aware, we're a leading, independent UK provider of essential business technology, and have secured preferential mobile for business tariffs with the UK's leading network providers. That includes O2!

Thanks to this strong relationship with O2, our team contacted the provider, and before you knew it, they'd successfully removed the high data charges and covered the bill shock.

The result

Clover Group were over the moon with the outcome, expressing their sincerest gratitude through our one-to-one meetings.

Thanks to the hard work of our outstanding team, we're now in the middle of pitching for Clover Group's landlines, and are already in conversation regarding cyber security. So watch this space!

“Excellent support and dedication. I would highly recommend Focus and am very happy with the service and outcome.”

Paul Lavery, CEO

