

# MOTABITZ

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## INTRODUCTION

Founded in 1985, Motabitz is an independent motor accessory retailer. With over 3 branches nationwide, Motabitz has earned a reputation for excellent customer service and great value. With their wide range of motor and cycle product ranges and services, Motabitz are always finding ways to expand their ever-evolving product range and keep their customers happy.

## SUMMARY



### PROJECT

Motabitz were looking to switch from an existing provider to decrease costs and have more freedom with the configuration of their phone systems.



### SOLUTION

We were able to beat their existing provider's prices while also providing them with a system that was simple and easy to use. We broke down the old supplier's bill to ensure that no redundant services were migrated.

## CHALLENGE

Motabitz were looking to switch from an existing provider to decrease costs and have more freedom with the configuration of their phone systems. After a recommendation from one of our long-standing customers, Motabitz contacted us to see how we differed from their existing provider. We were able to beat their existing provider's prices while also providing them with a system that was simple and easy to use.



## SOLUTION

We consolidated all 3 of their sites and broke down the old supplier's bill to ensure that no redundant services were migrated. With their sites being over a 6-hour journey from the Edmondson's IT office, we had to strategically plan a way to transfer their phone systems across all their sites. We notified them of all the key dates and we were able to install and migrate the phone systems without any problems, utilising their existing infrastructure. The phone systems we installed were easy to use and required no technical knowledge. We utilised their current desk phones which they were familiar with and all we needed to do was simply re-provide them on the day. The handsets we supplied were also very easy to use and were just simple plug and play. This meant they were already configured for us as soon as we got to the site.

After 3 years of working with each other we have migrated all their IT solutions to ourselves. This not only helps Motabitz become familiar with our team, but it also allows us to provide an in-depth insight into their IT infrastructure. Because our experts now understand how the company operates, we can provide ongoing recommendations on how they can further improve their IT infrastructure.

### ➤ Long-term cost savings

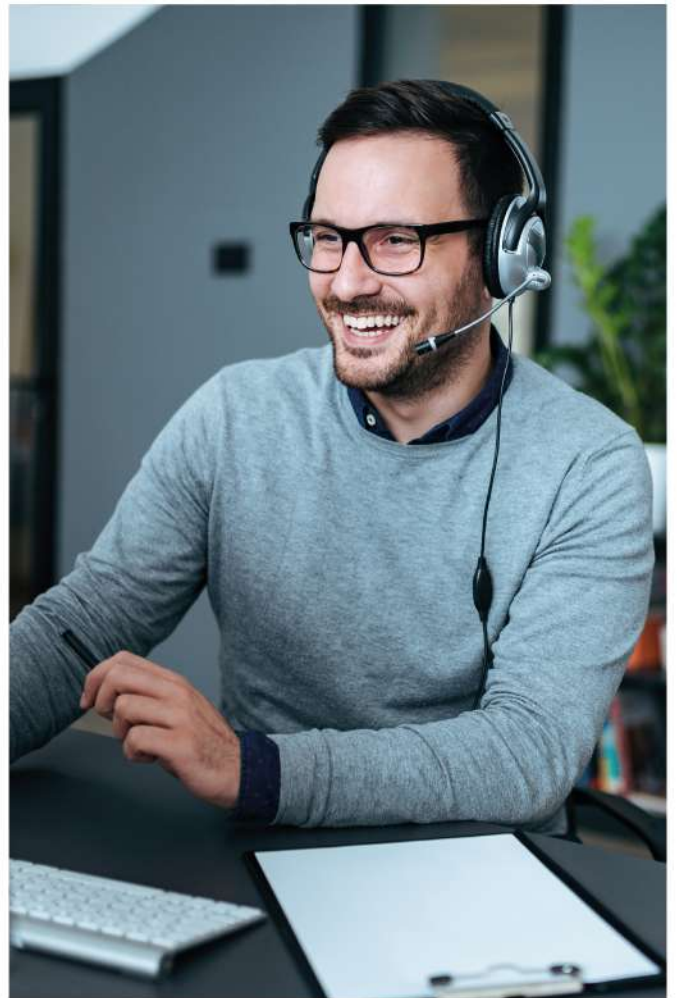
Due to our prices being cheaper in comparison to their existing provider's quotation, the migration to ourselves helped them make long-term cost-savings.

### ➤ No unexpected charges

Motabitz were able to have much more freedom with the configuration of the Phone Systems without any unexpected charges.

### ➤ Long-term relationship

Establishing a relationship for over 3 years meant we can provide an in-depth insight into their IT infrastructure and provide recommendations to improve their systems.



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