



# Working with Pescado

**Client name:**

Adnams

**Title:**

Providing invaluable knowledge  
and experience

**Date:**

06/08/2018

**Category:**

Mobile, Connectivity, Traditional  
Calls and lines

pescado

# We like to see our clients as **partners.**

**We work with businesses of all  
shapes and sizes across the UK.**

We take time to understand each of our customers and the specific needs of their business. We take pride in delivering the right solutions for each business along with the highest levels of customer service.



# The Company.



**Established in 1872,  
Adnams is probably  
best-known as a brewer  
of beer in the coastal town  
of Southwold in Suffolk.**



Whilst brewing remains at the heart of Adnams business, they also make a range of award-winning spirits, from the same locally-sourced grains as they make their beers, in its very own Copper House Distillery. In 2013 & 2014 Adnams gin and vodka were named the World's Best by the IWSC. Adnams also own and manage a number of pubs and inns including their flagship property the stunning Swan Hotel in Southwold.

In addition Adnams also run a number of retail stores across East Anglia which stock Adnams beers and spirits, as well as an exciting range of wines and kitchenware. They also have an online shop, Adnams may have been established in 1872 but it's far from an old fashioned business, they appreciate to continue to lead they must embrace all the benefits new technology can offer.

Pescado contacted Adnams 3 years ago to discuss their business mobile phone requirements. They had been with their current supplier for a number of years and were impressed with the service wrap and the solution Pescado offered, they have been a customer ever since.



# The challenge.

## Increasing collaboration and productivity

With an ever expanding business and an often field based and remote work force Adnams needed to work with a provider who could understand their business challenges and put together a solution that would keep them connected wherever they are working.

As a high profile brand Adnams have delighted in supporting events like The Boat Race, supporting with sponsorship and pop up refreshment tents along the course. As a high profile televised event it is paramount that Adnams work with a technical partner who can deliver on time every time. They also required a partner who would add value and invest in the relationship and as such require Director level ownership.

Adnam's needed **support** with:



**Business  
Connectivity**



**Telephony  
Solutions**



**Business  
Mobiles**

# The solutions.



The introduction of new android phones has greatly increased the ability to work on the move and ensure the team are connected whichever site they are working. The combination of great coverage from EE and fast 4G speeds have boosted users experience and ensured they can respond whether they are working at a pop up site, client location or working from home. Shared data packages ensure overage is capped.

Aside from mobile productivity Pescado initiated upgrades to all connectivity links throughout the business including new leased lines, fibre connections and rapid deployment 4G for the pop up locations to support their Epos systems. The result is that Adnams now benefit from fast, secure internet access and connectivity throughout the business, from mobile workers to desk and retail outlets. The boost in connectivity has increased collaboration between sites resulting in enhanced productivity.

Adnams have a dedicated Account Director who works hard to understand the Adnams business challenges and ensures the customer service they receive is second to none.

## Take control of your communications

Speak to Pescado to discuss your IT and telecoms requirements and ensure your business works effectively.

call today on:

**033 000 22 000**

### When asked of how he found working with the Pescado team, Laurence Pitts, said:

“It’s a real pleasure, they are always happy to help. The support we receive is invaluable, previously managing our mobile fleet was an arduous job, Pescado have helped reduced costs and freed up my time to work on more pressing tasks. The team are all extremely helpful, their knowledge and experience is invaluable...I am very happy to recommend Pescado.”

# Thank **you.**

If you have any further questions, please **give us a call.**

**033 000 22 000**