



Case Study



Index Security Systems Ltd Overview

Established in 1982, Index Security Systems Ltd are based in Sunninghill, Berkshire in the electronic security industry. They service over 4,000 domestic and commercial customers in Berkshire and beyond. The company provide high quality, reliable security services including; intruder alarms, CCTV, access control, fire detection, locksmiths and gates.

The company ethos is to deliver a friendly and professional service throughout Berkshire and the surrounding area and have customers further afield, which is made possible by technology which enables remote control and monitoring.

The Situation

As a company which has engineers constantly out on the road, mobile communication is essential to keep the engineers in contact with the office to ensure the flow of work is maintained. The engineers cover a wide geographical area and they required a mobile phone network provider which gave them excellent network coverage.

The role of an engineer is a busy one with constant movement and one of the main challenges which faced the company was the constant breaking of handsets which was inconvenient and costly.

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iCS Communications are highly responsive and we have a good relationship with them.

Neil Sheppard, Engineering Director at Index Security Systems Ltd



About iCS Communications

iCS is an independent supplier of business telecoms, data and energy to UK businesses. With more than two decades' experience, we provide you with value for money by offering the essential services you need to operate efficiently.



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The Solution

Index Security Systems Ltd already had their Gamma network business phone system with iCS Communications when they asked them to review the mobile service. iCS Communications reviewed the network and recommended a move to O2 because the network gave better network coverage and a greater data allowance. iCS Communications also subsequently recommended a trial to tough handsets, which were less susceptible to breaking and Index Security Systems Ltd quickly made the change to Microsoft Lumia's and Cat S40 tough mobile phones.

The Result

The better network coverage and data allowance has led to greater productivity from the engineers; they are able to call into the office when on-site with a customer and use the mobile phone to review the technical aspect of the job.

Neil Sheppard, Engineering Director, Index Security Systems Ltd said, "we get a good deal and enjoy good communication with iCS."

The handsets are less susceptible to breakage now. More recently iCS Communications has revised the package to give free European roaming.

Neil continued, "iCS Communications are highly responsive and we have a good relationship with them. We have confidence in our communication systems and this has led us to diversify our business into different areas.



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Neil Sheppard, Engineering Director at Index Security Systems Ltd

We now provide demonstrations of our new services to customers via the mobile phones."

In addition to business mobiles, iCS Communications also provide Index Security Systems Ltd and its sister company Premier with their lines, broadband and phone system maintenance.



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