



Case Study

Metroworth Consulting Overview

Metroworth Consulting Europe Ltd is an independent global recruitment agency specialising in the provision of onshore and offshore personnel to the drilling and topsides oil and gas industry. The business was initially formed in Norway 20 years ago but has now expanded into six European countries. Initially formed to provide engineers specifically with Drilling and FPSO expertise, Metroworth Consulting has now moved in to Topsides, Subsea and Petrochemical sectors and continues to provide highly qualified mechanical, structural and electrical engineers. They currently have 320 consultants placed worldwide, in roles that vary from project conception to offshore hook-up and operations. Metroworth Consulting are also now expanding into provision of engineers and specialist personnel to the Shipbuilding industry and the IT sector, with particular emphasis on Cyber Security experts.

The Situation

iCS Communications initially approached Metroworth Consulting to offer to improve their telephony and broadband services, but were tied into fixed term contracts. However, iCS Communications had impressed their contact at Metroworth Consulting with their customer service, and a few months later Metroworth Consulting were able to turn to iCS Communications for a review of their energy bill.

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iCS Communications impressed us throughout the project with how helpful they were – I felt I could ring up or email whenever I had any questions and always got a cheerful, prompt, and really useful response.

**Kathy McCluggage,
Administration Manager
at Metroworth
Consulting**

The Solution

iCS Communications did a review of Metroworth Consulting's existing energy provider and used their detailed knowledge of the market to compare it to other energy providers. They were careful to make sure that they were not just looking for service providers with lower prices, but service providers who could offer equal or better packages. iCS Communications were able to use their technical knowledge to quickly do the research that would take Metroworth Consulting much longer. Their insider knowledge of the market also meant that they were aware of the level of service that could be expected from each provider, so that they knew they could offer an alternative package that was not only cheaper, but reliable and high quality.



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 Result

Metroworth Consulting were paying £2,318 annually for their energy, and iCS Communications found them a package which saved them £658. iCS Communications conducted a full analysis of the market so that they could be sure that they were offered the best price possible for the best service.

At iCS Communications one Account Manager is assigned to each client, and this facilitates a close working relationship and a real loyalty to the client's business interests that stimulates a service which is always above and beyond the call and duty. Metroworth Consulting mentioned in passing to their Account Manager Martin Harman that when they moved into a new building in June 2010, their energy provider has asked for a £1,000 deposit as the building had no trading history. Over the years, Metroworth Consulting has repeatedly asked for this back with no luck and now that they were switching away from the energy provider, they were concerned that they would lose it permanently. Martin Harman immediately offered to approach the energy provider himself and negotiate on Metroworth Consulting's behalf. His experience in the energy sector meant he was able to convince the energy provider to return the deposit, and not only did he get the deposit back he also got the interest on it from the past six years.

Metroworth Consulting has been very happy with their new energy provider, and with the significantly smaller monthly bills!

Kathy McCluggage, Administration Manager at Metroworth Consulting praised iCS Communications for their high level of customer service saying, 'They always got back to us immediately, and gave the project really close attention, doing a really thorough review of all possible options for us. The savings they gave us were much greater than we could have hoped for and they more than fulfilled their promises, but it was the way they worked that really impressed me'.

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I was so pleased that Martin managed to get our security deposit back from our previous energy provider after we had been trying to get it back for so long.

**Kathy McCluggage,
Administration Manager
at Metroworth
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