



RELIABLE COMMUNICATIONS

BUILDING SOLID BUSINESS PERFORMANCE

"We are now receiving the communication services we require to operate at our best - my team is connected and productive, we have zero issues, and our customers are happy."

David Moore, General Manager, Grayson Engineering

Behind the Business

EFFECTIVE COMMUNICATIONS ESSENTIAL TO SUCCESS

Thanks to Spark's mobile, voice and data solutions.

David Moore, General Manager of Grayson Engineering, says that his business has a reputation for professionalism and service, winning multiple awards in the industry - but this was in jeopardy with an unreliable mobile network and poor coverage affecting the service it could provide to its customers.

"Mobile calls were frequently dropping out and a number of our staff could not get coverage in some locations - it's very frustrating for the team who could not go about their work, especially those out on the road".

Communication crucial

For a business like Grayson Engineering, reliable communication is paramount.

Supplying the steel fabrication for iconic New Zealand structures like the Sky Tower, Auckland Hospital, or the new roof at Eden Park, requires uninterrupted communication.

"As you can imagine, transporting the steel to sites around New Zealand, and assisting in erecting a bridge, tower, stadium, building, or crane requires a large team and a huge amount of co-ordination - often under extremely tight deadlines," said David. "Things don't always go to plan, and that's when our guys in the field rely on a mobile connection to make urgent calls or access important information on their emails."

With it being too critical not to have a network that the business could depend on, David knew he had to look at changing providers. "We were locked into a contract, but it was no longer a question of money, but more about reliability."

A sensible move

Grayson Engineering was already receiving its landline calling services through Spark, so when his Client Manager made contact, David was keen to hear what Spark could do for him when it came to mobile services.

About Grayson Engineering:

- First established in 1972
- Over 105 employees
- 19 mobile connections
- 12,000m2 fabrication facility
- Awarded the Steel Construction New Zealand award in 2013 for excellence in steel construction

"It was a comforting thought to have our mobile services with Spark as they offer this through Spark's mobile network, which guarantees 3G or 4G coverage in 97% of places throughout New Zealand. It would give us the reliable voice and data experience we so desperately need," said David.



Grayson Engineering provided the roof for the new South Stand at Eden Park to prepare for the 2011 Rugby World Cup.

"Add on top of that some great rates, flexible plans, free WiFi spots, and 24/7 service, and I was convinced we had to have our mobile services with Spark too."

Choosing mobile, voice and data from Spark means choosing a people-centred solution that is simple, connected, flexible and secure.

If you're ready to create better connections for your customers, speak to your Client Manager or call us on:



0800 694 364

Internet juice

Grayson Engineering has also turned to Spark to help improve its internet capacity. Its current ADSL connection does not have the bandwidth to handle multiple users or the large-sized drawings being sent and received, and by mid morning it slows to snail speed under the pressure, explained David.

"We are doing more and more electronically - Spark's internet connection (Internet Service) will provide a much faster and consistent experience to help us with our business performance no matter what time of the day."

Business confidence

With Spark's help, David is confident Grayson Engineering can hold its leading place in the steel fabrication market and continue with its expansion into more international markets.

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And it won't stop there he says, "I have total faith in our Client Manager who keeps us informed on new and innovative telecommunication and technology

products and services that fit with our business." He adds, "and he's not pushy but instead respects my decisions, and I like that - it makes for a great long-term partnership."

Grayson Engineering is now talking to Spark about the possibilities of unified communications to enable things like automatically routing calls to and from mobiles or desk phones so it's team can be more productive on the go.