



Value add support for mobile solutions

New College Durham was formed in 1977 from the merger of Neville's Cross College and Durham Technical College. Their vision is to be recognised as a leading provider of Further and Higher Education in the North East region, nationally and internationally.

Their £35 million campus offers an impressive range of buildings, facilities and resources to provide a modern and stimulating learning environment. Students have access to everything they may

need in their spacious, state-of-the-art college buildings, complemented by the most up to date learning materials, IT facilities and resources.

 Sector
Education

 People

500+

Solution

Mobile Solution

The Business Challenge

New College Durham found themselves unable to renew their existing mobile agreement. They needed to find a new supplier who could support them and provide better rates, specifically designed for the public sector.



The Solution

Chess initially spoke to New College Durham to understand the wider business challenges and found that they were still struggling with the renewal of their mobile solutions. New College Durham also required additional support to access the public sector rates they were entitled to.

With this information Chess were able to form a solution to the business challenge, and provide the support required throughout the transition process to help secure a new mobile agreement.

“ Using Chess to renew our mobile phone contract was quick and easy. Chess discussed our requirements and understood some of the challenges we were experiencing and therefore were able to shape a new contract to meet our needs. All transfers and billing are managed by Chess so there are no complicated processes to follow and most importantly, there was no drop in service and our users didn't even notice the change. Contactable support was available throughout the process and the ongoing service levels are excellent.. ”

Nicola Whiting, Head of IT, New College Durham

The Outcome

Chess were able to negotiate a new mobile agreement on New College Durham's behalf and provide the added support they required. This enabled cost savings for New College Durham and a continued partnership with Chess.





Chess is one of the UK's leading independent and trusted technology service providers, employing 260 skilled people across the UK, supporting over 25,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the



Contact Us

Phone
0344 770 6000

Website
ChessICT.co.uk

Chess ICT
Bridgford House,
Heyes Ln,
Alderley Edge
SK9 7JP

