

Rittal Enclosures, Cabinets, Boxes and Electronic Packaging.



Introducing Rittal

www.rittal.co.uk

Rittal is one of the world's top suppliers for innovative enclosure and housing technologies from A to Z. They have been trading in the UK since 1978. 10,000 committed staff worldwide 19 high-tech-production facilities around the world 60 international subsidiaries 22 delivery centres in Germany, more than 150 worldwide.

Active Digital & Rittal

The Approach

Rittal approached Active Digital by finding their website and seeking a solution to our mobile communications system. At the time Rittal were dealing directly with one of the UK mobile networks and suffering from the lack of customer service, which appeared to be in a sharp decline, and increasing monthly costs. From the outset Active Digital approached their request professionally and at all times kept Rittal informed of what they were trying to achieve and how.

The Solution

"Active Digital provided Rittal with a presentation for their recommended proposal but also showed an alternative. From the point of our acceptance of the proposal the Active Digital team handled the entire process of switching networks, porting numbers and user support. We have now achieved monthly savings on the telecom costs, better reporting via the online system they introduced, and first class customer care. Subsequently when we were ready to review our fixed line telecom costs we again handed it over to Active Digital and a first rate solution was found."

The Benefit

"Active Digital is a company where the employees truly function as a team and the customer and therefore customer care is of foremost importance! Rittal Limited has received superb levels of support on all matters; pricing, user support, technical problems, product information, system solutions and new technology; and has no hesitation is recommending Active Digital."