



## MANAGING COSTS AT ATLANTIC BUSINESS CENTRES

### THE COMPANY

Atlantic Business Centres began trading in 2002 when the Hemel Hempstead business centre was opened. Chelmsford followed, opening in 2006. Since then Atlantic Business Centres have prided themselves in offering a friendly and helpful service while setting high professional standards and delivering ahead of expectations. A privately owned company seeking further growth, key to their success and development is managing ongoing costs and ensuring their clients get an accurate picture of their own business expenditure.

### THE OPPORTUNITY

Atlantic Business Centres offer a full range of serviced office functions including telephony and fax. A key element in offering these services is being able to offer accurate billing to their clients on either a regular or ad hoc basis. In general, clients rarely begin or end tenure at the start of the month so it is important that the management staff at the centres can quickly and simply set up or close down a client account and publish billing reports for payment. Derek Baxter of Atlantic Business Centres says "We chose Elephant Call Management because it gives us a complete view of our telephony costs and allows us to keep a close eye on our expenditure and ensure that we provide our clients with a professional billing service".

### THE SOLUTION

Following consultation and a trial Atlantic Business Centres decided to deploy Elephant Call Management in their Chelmsford business centre in 2006. One of the key factors in choosing Elephant Call Management is its availability as a single version, single licensed application that is easy to install, use and maintain. Elephant Call Management provides Atlantic Business Centres with a professional call management tool that enables them to offer their clients prompt, accurate billing for their telephony services.

### WCGL

Wills Consulting Group Limited was established in 1991 and Elephant Call Management was launched in 2002. The Call Management system was designed to increase operator efficiency while providing accurate calculation and complete management of all telephone costs. The user friendly interface and easy to configure reporting facility, enables clients to create and manage carefully designed reports. These reports can highlight any shortcomings, measure the effectiveness of the configuration, assist in the detection of telephone fraud and abuse and provide clients with accurate tariff analysis, which can help negotiate better discounts to specific destinations.

FOR MORE INFORMATION OR TO FIND WHAT WCGL CAN DO FOR YOUR COMPANY, CONTACT US AT:

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