

## **See how Vodafone help Timmy's Pies stay connected with customers**

Hi I'm Timmy, Owner of Timmy's Pies, and this is the story of how Vodafone has helped me never miss an order.

Before this I was working in research science and in my spare time I was baking pies, and I applied for this market stall. We really just focused on making the best pie we could make and the momentum kind of gathered organically really round the product.

We supply some fantastic pubs, delis, food halls around London and from there we grew to doing personalised pies. Within London we've got our own little refrigerated van and Carlos, our delivery guy, will be on hand to sort of drop those off.

There isn't really a typical day; so we'll be called to go and have a chat with a new customer, do some ordering, bake a load of pies, bit of work on the twitter, a bit of work on the sort of branding side of it.

We're still relatively small, every single order that comes in is absolutely crucial. We needed a business phone system that would work and a network that would keep up all in touch with each other.

The network is absolutely crucial because we have to be out; we have to be able to get those phone calls through to wherever we are, reliably, all the time.

The Vodafone One Net Express service provides us with this virtual landline number. It's a London number. We don't actually have a physical landline phone; it goes through to our mobiles. Wherever I am I can pick up those calls. If I'm busy, out of signal, out of battery it'll go through to the second phone and then if that one doesn't pick up the third. You're always going to get hold of someone through the landline number, and that way we're never going to miss an order, we're never going to miss an opportunity. It doesn't cost any extra so it's spot on really. It just helps us to keep everything ticking over. Because it's virtual, as we grow we can just add bits on. I think it's something that we could really grow with, well for quite a long time to be honest.

Then we've got our three phones with the 4g that we can tweet from, we can take photos. You can basically take the whole office with you. Just speeds the whole process up really.

Yeah, it's nice having that progression from something that was just an idea and a market stall through to something that's definitely a proper business. What I really love is hearing people talk about it. It's a real buzz, it's lovely. Fingers crossed, touch wood the future looks good.