

## **Letco Lettings grow their business with Vodafone One Net Express**

Oliver Warren - Managing Director, Letco

I'm the Managing Director of Letco Lettings which is based in Southampton, Hampshire.

We are a letting agent, property management and block management specialist, up and running for around three and a half years, I have five members of staff.

Letco is different to other letting agencies because of the customer service, fees and the One Net Express Service with Vodafone to never miss a business call.

The main issues and problem we faced pre-Vodafone one net was the factor of time management, missing calls and our hours in the day, we were working very long hours and the majority was catching up on calls and emails we missed when out of the office during the day.

The industry itself at the moment is very buoyant, we are finding a lot of demand from tenants but not enough properties supplied. People like to use agents that are within a close radius or have a presence locally. What we were finding was that we couldn't cover the area and take all the business calls. What was stopping us from expanding was the factor of cost, the cost of opening a new branch in the local area or city can be anything from forty to fifty thousand pounds, we didn't want to open another branch without having the revenue coming in and we wanted to start slowly, have a presence in different areas and different cities but working remotely and we've had that with one net.

I knew there were different products to the market that could help us with expanding the business without the cost so it was more a fact find, finding out what was suitable for us. Vodafone One Net works in a way that you can have local landlines in any different area or location across the country coming to a mobile of your choice, and not only one but as many as you like. With One Net we can have the local number, have a presence in the area without actually having the additional cost of setting up a branch. The calls and the cost between myself and my staff was quite extreme pre Vodafone One Net Express, now we have the facility to speak not only between ourselves free of charge but also to speak as a group together if we are in different locations and we need to speak we can hold a mini conference over the phone which is free of charge and part of Vodafone One Net Express. The effect of putting Vodafone One Net Express was tremendous; the calls came from different areas and locations straight away. We were a lot busier, which meant there were a lot more happy members of staff because they were earning more money which makes me happier so it is a very nice working environment to be in. Vodafone One Net has improved my customer experience a lot and people are asking if we are a franchise because of the local numbers we have on the website and also in local towns and cities. In the future the sky is the limit; we are hopefully looking to go not only in the South but also the country as well. I would certainly recommend Vodafone One Net Express and have done; we are now saving probably forty percent of our time with the business expanding by probably 50% all due to using the service of Vodafone One Net.

power to you

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