

# Managing Director never misses an opportunity with home mobile coverage from Vodafone

## Fast facts

### Customer

The Venus Group

### Web site

[thevenusgroup.com](http://thevenusgroup.com)

### Number of employees

19

### Country or region

United Kingdom

### Industry

Human resources and recruitment

### Customer profile

Formed in 1992, The Venus Group is a Cheltenham-based recruitment business that specialises in IT and telecommunications.

Entrepreneur and business owner Simon Venus needs to work flexibly – on the move, in the office and from home. Thanks to Vodafone, he's always available and ready to talk to his customers, even after a house move meant his mobile signal at home became a challenge.



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**Simon Venus,**  
Managing Director,  
The Venus Group

When The Venus Group expanded and started taking on new staff, there was one outcome that Founder and Managing Director Simon Venus wasn't expecting – he started working from home a lot more often.

"We became short on space very quickly," Simon explains. "I only live a short walk from our office in Cheltenham, so I often work from home to leave more room in the office."

Simon also travels frequently, meeting clients and the candidates that are the lifeblood of his IT recruitment business. He relies on his mobile phone to stay in touch, preferring it as his one, continuous point of contact. Simon finds this particularly important for his overseas contacts, who may call him with a business lead at any time of the day or night.

But as the home working increased, Simon found a problem.

"We'd moved to a Georgian house with very thick walls," Simon says. "It meant that getting a mobile signal inside was a big issue. I'd be outside in the snow and rain, taking business calls. The only way I could use my mobile inside the house was with my head pressed against the window. It wasn't ideal."

Quite often Simon would have to end calls and switch to his fixed line. He also didn't know whether people were able to get through to him at all. It was frustrating for him, and for his customers.

Simon found a solution when his Vodafone Account Manager contacted him about Sure Signal, a small device that plugs into his broadband connection and gives him a strong mobile signal in his home – for the first time.

"I got it up and running straight away," Simon says. "I'd actually seen a prototype of this technology demonstrated by one of my clients a few years ago, so it was really interesting to see it working so well in my own home."

Simon has been a Vodafone customer for 15 years and expects the relationship to continue for some time. "I've always been happy with the service I get from Vodafone and didn't want to move to another supplier," he says. "The fact that Vodafone was first to market with this solution, providing the coverage I need at home, makes a real difference to me."

Today, Simon is able to work as effectively in his home as he is in the office or elsewhere. He takes calls from clients without worrying about the connection dropping or having to transfer to his fixed line. He also knows that his international customers can call from different time zones, 24 hours a day, and always reach him on his mobile at home.

"It may sound like a small thing, but this is very important for my business," Simon adds. "Good mobile coverage at home means I never miss an important call, or, for that matter, a business opportunity."

For more information, visit [vodafone.co.uk/business](http://vodafone.co.uk/business)