

Vodafone Business Traveller

Find out how we helped Hexadex improve their international communications



A growing business

Based in Lincolnshire, Hexadex Limited is a privately-owned holding company specialising in the engineering industry. Hexadex has three subsidiaries in the UK. Eminoxt Ltd, a manufacturer of exhaust systems, Teconnex Ltd, a manufacturer of steel clamps and Ceramex Ltd, an international leader in diesel particulate filter cleaning processes. Hexadex manages the communications of all three companies, providing mobile phone solutions to sales, marketing and manufacturing teams. With an increasingly global operation, the company looked to Vodafone to support staff and the business as it grows.



“

When you're trying to set up a factory on the other side of the world, you don't want to be worrying about using your mobile phone. Vodafone's service allows our staff to use their mobile phone in the way it's intended.”

Tony Packham
Group I.S. Manager
Hexadex

Vodafone Business Customer Story

The Challenge

An increasingly global brand

Hexadex is a holding company with a number of subsidiaries based in the United Kingdom including manufacturers of steel products and a diesel filter cleaning specialist. Staff at the subsidiary companies are dependent on communications, and making sure they have a dependable mobile phone solution is vital.

Today, the company is growing in China and Mexico, with aspirations to develop in even more countries around the world. Staff are constantly travelling between these countries, and international travel is a common activity for many within the business.

“We found a significant part of our mobile phone bill was basically paying for using phones abroad. When people went over their voice or data cap, they ended up using ten times the allowance,” says Tony Packham, Group I.S. Manager at Hexadex.

“It could cost literally thousands of pounds, which isn't good for one trip to one country. With our expansion plans, we're setting up sites in countries such as Mexico. It takes a

number of staff to go out there and assist with the set up, and as they do this they need to stay in contact with our sites in the UK, so they're reliant on a mobile phone to do this,” says Tony.

“Previous systems have been difficult to administer. We needed to put a bolt-on package on our roaming tariff every time someone went abroad, and then you needed to remember to take it off when they came home. This was an issue because you didn't want to leave a bolt-on package active when someone came back to the UK, as you'd be paying for it every month and presented with a massive bill at the end,” says Tony.

It was important that Hexadex found a new mobile phone solution that could support the company as it continued to grow. Working with Vodafone, Hexadex have a provider that offers this.

The Solution

More predictable costs

With Vodafone, Hexadex have a network provider designed to support the business as it moves forward. Staff at Hexadex no longer need to use bolt-ons or additional tariffs to make calls and use data internationally.

“It now means that we can travel internationally and use our UK allowance merely through paying an enabling fee on the days we use mobile phones in Europe Zone 2 and World Zone. The system is very attractive to us because it takes away the risk from our cost. It means that we don’t need to have our people abroad making themselves constantly wary of receiving emails or calls, so it has encouraged more natural and open behaviour and it’s got rid of that unpredictable cost,” says Tony.

Benefit

Building the company

Staff at Hexadex now have greater peace of mind when using their mobile phones abroad, safe in the knowledge that when they’re on the move, they can make calls or use data without fear of a huge bill when they return.

“Our staff are much more productive now. Whether it’s voice or data, they’re more available and more pro-active. They can continue to manage their business in the UK despite being in another country. We’re saving money domestically and internationally because of this,” says Tony.

With the company expanding globally, having Vodafone’s 4G mobile solution means Hexadex staff can work towards building the company rather than worrying about communication problems. Vodafone has the world’s largest 4G network, with 4G roaming coverage in 120 countries around the world. This dedicated coverage means that staff at Hexadex have a reliable and dependable solution when it comes to communicating internationally.

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The company is also reducing administrative tasks, thanks to the new billing system they have. Now, Hexadex can manage all their billing through one consolidated system, rather than having to manage each individual mobile phone or user. With Vodafone’s regional account manager model, staff at Hexadex are also benefitting from having one account manager they can go to for all their communication needs.

“Our account manager will contact us from time to time to check that everything’s okay and I’m always happy to take that call. It’s always nice to report that everything is okay. Having our account manager there is extremely valuable because there’s one person to go to for anything.

“We’re a developing company and our international reach is growing rapidly,” says Tony. “With Vodafone, we can focus on the business, with a reliable and robust phone solution behind us.”

Why Vodafone

- Business Traveller allows users to pay the same charges as they do in the UK for calls, minutes and data when travelling in Europe Zone 1 and for a small daily fee on the days they roam in Europe Zone 2 and World Zone.
- Increase in staff availability and productivity, thanks to roaming with Business Traveller.
- Reduction in administrative tasks and duties thanks to Vodafone’s consolidated billing system.



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Hexadex Limited

Hexadex Limited is a privately-owned holding company specialising in the engineering industry.

www.hexadex.com

**For more information on our products and services,
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