

IT and Telephony Services

- ✓ Telephone calls
- ✓ Telephone lines
- ✓ IT Support

Director

Andrew Robertson

Chairman

Bob Robertson

About

R & B Star is an electrical wholesaler with offices in Greenwich, Maidstone and Crayford. Founded in 1960, they have served customers all over the UK and continue to thrive by providing the excellent customer service.

R & B Star stays focused on its own business, safe in the knowledge that du Pré plc is closely monitoring all communications issues.

Desperate to find a company that truly understands their business needs, R & B Star selects du Pré plc to provide all Voice and Data solutions.

R & B Star is a family run business with customer service at the core of its business. Operating for nearly forty years in the electrical wholesale market, the company needed both full assurance with its business telephone calls & lines, and expert support for its IT network.

With many of the same values at the heart of its operation, du Pré was selected as the perfect match to meet the needs of R & B Star.

"There are many companies that claim to provide all the services that du Pré supplies, but the most important thing we have from them is assurance," says Andrew Roberts, Director of R & B Star.

"du Pré's Support desk for Telephony and IT is just outstanding," continues Andrew, "and the updates we receive are second to none. Many companies fail to keep in touch with customers when a Support issue is being handled, but even when du Pré has no update, they will always call to let me know this.

"This means I truly feel they're working with my business instead of me being an inconvenience, and I never have that sense of not knowing what's going on."

du Pré has spent much time and effort in ensuring the Support department is always running at full speed and that customers are receiving the highest levels of support from them.

The concept is simple; looking after customers ensures they will look after the future of the company. With this approach at the heart of du Pré, the current economic climate will affect the company far less than others in the field of business communications.

R & B Star also uses du Pré plc for business grade telephone calls and lines, which has provided even greater assurance to them while managing to reduce the monthly call charges.

"We switched to du Pré for this vital service in 2007 and I now have the great comfort of knowing that any telecoms related issue will simply be handled by the same Support department," explains Andrew.

He continues, "The unexpected benefit was the saving we managed to make by leaving our previous provider. Cost was not our main reason to change, but it's a wonderful extra!"



For further information,
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www.dupre.co.uk

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