

# A du Pré Case Study Hampton Steel and Wire



## Telephony Services

- ✓ Telephone calls
- ✓ Telephone lines
- ✓ Telephony Support

## Accounts Manager

Tony Kellett

## Managing Director

Mark Johnson

## About

Hampton Steel and Wire offers a range of steel products to suit fencing needs in the UK. They are based in Northamptonshire, and provide their customers with products that consistently meet their targets for quality and service.

Hampton Steel is a business that likes to spend time with its own customers instead of having to manage its service suppliers.

This was why du Pré plc was chosen to support the telephone system and to provide business grade telephone calls and lines throughout the company.

Hampton Steel provide a high quality service to customers and leave areas of non-core activity to those who provide that service as their own specialty.

This approach only works if you trust fully the company you are working with. du Pré has achieved this status having worked with Hampton Steel in business communications for many years.

Tony Kellett, Accounts Manager at Hampton Steel, explains why this model suits them so well. "I'm not that much of a technical person," he says. "This means I need a company I can trust to resolve any issues Hampton Steel has.

"du Pré provides this service and I can rely on them to get the job done. Whenever we have any changes, du Pré will swiftly complete the work with minimum interruption to the running of our business," says Tony.

He demonstrates, "We recently acquired a new site and needed fresh cabling throughout the building. du Pré's team of engineers were on-site within two

weeks of our having placed the order. The work was completed and tested with a high level of professionalism."

Hampton Steel also uses du Pré plc for business grade telephone calls and lines, another area Tony chooses to entrust to du Pré. This means they receive one monthly invoice which covers everything making it much easier than managing multiple bills spanning different periods.

"We've also saved in call costs," Tony says. "This wasn't our reason for change, but is a welcome extra for us." du Pré's calls and lines service is Tier 1 rated and ensures the highest quality without customers wasting money.

Tony explains why he has no reason to change. "I often receive calls from other companies encouraging me to switch for the services we receive.

"I'm always happy to tell them we're using du Pré plc at the moment, and I also declare that we have no intention of moving our business elsewhere."



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