

Sonangol Limited

Sonangol Limited is a subsidiary of Sonangol E.P. and was established to provide a physical presence and brand in the international market. Sonangol Limited is focused on marketing Angola's crude oil to end users in the European market. The company has regional sales offices in three continents, London in the UK, Houston in Texas, USA, and Singapore. For further details go to www.sonangol.co.uk

The Business Challenges

- Dissatisfied with their existing network provider, Sonangol was looking for a network partner that would listen to and understand their individual needs, and provide a robust solution that would also offer significant cost savings
- With international operations and multi-office accounting, seamless and regular account management and visible accountability was required
- Consistent and informed contact with, and access to, high levels of technical resource support were vital as this had previously been an issue
- Improved customer service and response times were also key, enabling the company to focus on their core business, and not have to worry about the network
- Network costs had been continually rising so an ongoing assessment of where cost savings could be made across support services was also required

Proximity Solution

- An assessment of services across the network, including consideration of how to improve efficiency gains was conducted
- Working alongside the IT Team at Sonangol Limited, Proximity devised a network provision and support service that addresses the business continuity needs, varying time zones of the office network, and client needs of the business. There were also considerations for scalability in line with future expansion
- Introduced account managers with direct responsibility, to the IT team, and ensured direct and regular contact with the technical support services team
- During systems faults and downtime, rapid response is now supplied via a 24 hour Proximity maintenance and support team

Benefits

- Proximity has enabled a 35% saving in network services costs
- Maintenance issues are dealt with professionally and the client is kept informed at all times
- Faults and subsequent downtime are dealt with at short notice and in a professional manner
- Sonangol Limited is now confident that the Proximity Account Manager and his team not only understand the network maintenance and support requirements of the business, but also the communications needs of the international crude oil supply company.

"Proximity provides excellent levels of customer service and support. They are friendly to deal with and went to great lengths to understand the needs our unique business."

Keith Sithsabesan,
Manager
IT, Systems & Communication
Sonangol Limited