

CROWNSWAY CASE STUDY



CROWNSWAY
INSURANCE BROKERS LIMITED

ABOUT CROWNSWAY

Crownsway is an independent insurance broker and underwriter with over 47 years of experience. Based in the UK, they provide professional expertise, exceptional service, and value for money to over 34,000 clients, including individuals, businesses, and intermediaries. As a family-run business, Crownsway prides itself on building long-term relationships and offering personalised service to its clients.

THE BUSINESS CHALLENGES

Despite their longstanding success, Crownsway faced significant issues with their telecoms provider, including poor customer service, overpriced products, and restrictive contract constraints that made switching providers difficult. These challenges were particularly distressing for the Managing Director, who valued loyalty but recognised the need for a change to improve operational efficiency and reduce costs.

WHY CROWNSWAY CHOSE DELTA 365

During a one-on-one meeting with Delta 365, Crownsway was immediately impressed by the team's extensive knowledge of telecoms and their insight into Crownsway's existing system. Their supportive guidance on navigating the transition away from the existing telecom provider, despite contract constraints, was invaluable.

HOW DELTA 365 RESPONDED

Delta 365 took a proactive approach to address Crownsway's telecom challenges. They provided strategic support to facilitate an early and smooth transition from their previous provider, despite contract constraints. By implementing a new phone system, Delta 365 enabled significant annual savings and enhanced the overall telecom experience for Crownsway, ensuring better service and support.



CHALLENGES

- Poor customer service from previous telecom provider
- Overpriced products
- Contractual constraints

BENEFITS

- £10,000 annual savings
- Improved customer service
- Seamless transition process



CLIENT BENEFITS

Crownsway experienced several key benefits from partnering with Delta 365, which significantly enhanced their operations.

- **Significant cost savings:** Over £10,000 saved annually on telecom services, allowing Crownsway to reinvest in other critical areas and boost profitability.
- **Improved Service:** Enhanced customer experience with reliable support and superior service quality, ensuring any issues were promptly resolved.
- **Smooth Transition:** An early and hassle-free switch from their previous provider, with minimal downtime and disruptions, thanks to our strategic guidance.

These benefits highlight how Delta 365 delivers exceptional value and service, making us a trusted partner for businesses seeking to optimise their telecom solutions.



Our business used a well-known telecoms company for our telephone services for 45 years +. Despite our long-standing relationship, we had endured bad service and overpriced products for far too long. As a family business, this situation was especially distressing for my mother, who is the Managing Director. Her loyalty to this company had reached its limit, and it was clear we needed a change.

After a 121 meeting with Delta 365, I was immediately impressed by their extensive knowledge of telecoms and understanding of our current system. Even though we were bound by a contract, their support and guidance made it possible for us to transition away from the former company more easily and earlier than we had anticipated.

Thanks to Delta 365, Crownsway has saved over £10,000 annually with our new phone system and services. The switch has not only been financially beneficial but has also significantly improved our overall experience. We are grateful for the positive impact Delta 365 has had on our business.

THE DELTA 365 DIFFERENCE

At Delta 365, we pride ourselves on our deep expertise in telecom systems and our ability to provide personalised support tailored to each client's unique needs. We consistently deliver significant cost savings and manage complex transitions seamlessly. Our dedication to excellent service and customer satisfaction truly sets us apart. For Crownsway, partnering with us meant not just improved telecom solutions, but also a stress-free experience and genuine peace of mind—something any business can appreciate.

At Delta 365, we go above and beyond to exceed expectations, forging long-term partnerships built on trust, expertise, and a shared commitment to achieving business objectives. Call us on 020 4599 1365 or email info@delta365.co.uk.