



daisy.

COMMUNICATIONS

# Our Relationship with Procurement for Housing



To find out more, contact the team on **01282 608979**  
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At Daisy Communications, we've been involved with Procurement for Housing for almost twenty years, maintaining a strong relationship with them throughout this tenure.

In that time, we've worked alongside numerous housing agencies to support them with their needs. We've been providing these agencies with solutions to their issues or difficulties, whether it's for head office or for housing, and we've received fantastic reviews from the agencies we've worked with, including the Weaver Vale Housing Trust, Advance Housing and Support and Platform Housing Group.

Because of our excellent work alongside housing groups and agencies throughout the UK, Daisy Communications are proud to be selected for the following three lots telecoms framework:



We enjoy a strong working relationship and have been impressed with the high level of account management that has been maintained throughout. Response is fast, prices represent good value and have allowed us to realise significant savings, and customer service is exemplary. They are never intrusive and have struck a great balance between giving us what we need, and advising us on new service offerings. Would not hesitate to recommend.

– Weaver Vale



# Our Lots and Products



## Fixed Lines

Our [fixed line lot](#) refers to our packages that cover internet and fibre, such as Superfast (FTTC), Ultrafast (FTTP) and Single Order (SOGEA) Broadband.

We'll be looking to further supply these to housing agencies to ensure that their offices, mobile workers, and customers all have options for remaining connected to the internet.

Presently we do also cover options for landlines and the PSTN network, though with these being phased out over the coming years, we're keen to remain focused on the products that'll carry with us into the future.

## Mobile

This lot covers everything mobile, whether it's the devices themselves, the [tariffs and packages](#) we can offer, or device management. We also work to provide cellular connectivity for more than just phones with [Daisy Anywhere](#) – which provides cellular connection without the need for any wires or leads, giving you the best signal from dozens of networks wherever you are on any device that can accept a SIM card.

## VoIP

Our final lot targets [Voice over Internet Provisions](#) or VoIP. With the upcoming PSTN Switch-Off, we're excited to be offering products that aren't reliant on the old analogue network – and instead we provide cloud-based solutions such as Microsoft Teams and Daisy Hosted Voice. These products have become prominent mainstays in the modern working world, especially with lockdown and remote working.



As well as providing excellent value for money, the service provided by the team has been of a consistently high standard.

– *Advance Housing and Support*



# Our Presence within Procurement for Housing

Here at Daisy Communications, we've been helping social housing customers remain connected with the best in business telecoms since 2005. We've become experts in reducing the costs on the latest IT, telephony and mobile equipment and services. Our solutions are both futureproof and cost-effective.

With Daisy, our highest priority is always our clients and customers. Customer service is an area we're incredibly proud of, and we're still always striving to improve. We've won two O2 awards for customer service, three years running. We're small enough to care and big enough to deliver.

Our Social Housing team has a combined 16 years working in public sector telecoms. They're experts at what they do and will guide you through your business telecoms purchasing process.



We're rated 4.4 on Trustpilot with thousands of reviews, and with a survey to our social housing customers, we found that:

**88%** of our customers rated their assigned Account Manager as good or excellent

**88%** of our customers stated that our customer service was good or excellent

**94%** of our customers rated the handset ordering process as good or excellent



As we operate in a diverse geographic area, a single network solution did not provide the extent of coverage we required. Daisy allowed us to pick and choose the best network for a specific area whilst maintaining a single point of contact for management.

– Platform Housing Group

