

# Something concrete.

The Neumann Group needed a system that was everything it said it was.

Ryan  
Business Development Manager

## Tired of the same old? So are we.

Starting out as a family owned sand mine on the Currumbin Creek, the Neumann Group has grown to employ over 600 people since being founded in 1948 and heads up major infrastructure projects right across Australia. Not far from where they started, they've developed the beaches along the Gold Coast - helping shape one of our most iconic coastlines.

In recent years, they were having trouble with their service provider. Frustrated by a system that couldn't keep up with the breadth and scale of the company, they went looking for a service that would actually live up to its promises.

We thought we could help.

## A system with a solid footing.

With six companies under their umbrella, the Neumann Group found a lot of time was being spent processing service requests and repeatedly following up on these. There was too much back and forth with their telco, with delays and days spent sorting out bills at the end of each month.

Teaming up with the Neumann Group, we were able to iron out some of those kinks. For starters, our MacquarieView online portal put everything in the one place - saving valuable time and a lot of unnecessary stress tracking down bills.

Understanding the importance of reliable network coverage, we also helped them transfer to 4G services. And our technicians at the Hub helpdesk were just a phone call away any time they had a question. Big or small.

## It all adds up.

Since switching to Macquarie Telecom, the Neumann Group have saved over 50% from their previous provider. It's a huge cost reduction (over \$250,000) and even provided the essential savings to replace their PABX phone system that was over 14 years old.

There have been some big shifts, but an upfront and honest working relationship means we've managed it without any hiccups.

## Doing it the right way goes a long way.

Now more than ever, companies benefit when they're being honest - whether that's with their employees, customers or service providers. There's no reason why a telco can't deliver on their promises.

As the Neumann Group told us themselves, "Often there's an expectation that things are too good to be true. But in this instance, with the cost savings and the increase in our operational efficiencies, everything we were promised turned out to be fact."

**"It was one thing gaining cost and operation efficiencies after moving to Macquarie Telecom, but when they provided exceptional customer service and online tools, we knew the move was the best decision we could have made."**

Daniel Redhead, IT Manager, Neumann Group



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