



**Safety Media has been in operation for over 20 years and is an established and trusted brand in the Health & Safety training market.**



### The Company

Safety Media provides solutions for Health & Safety or Compliance training, whilst also recording and reporting challenges. This is achieved through an integrated suite of Software applications which includes: E-Learning, Incident Reporting, Risk Management and Audits.

All software is built, managed, maintained and supported in-house by a team of experts. This enables Safety Media to continually improve and update its services to clients and respond to legislation changes detailed throughout the courses quickly. Customer satisfaction is at the forefront of everything they do.

The company operates internationally with offices in North Wales and has achieved the globally recognised Investor in People Gold status.

### The Situation

Initially, the requirement was to establish a remote worker connection and fibre broadband was utilised to great effect. Safety Media were delighted with this and asked Comms Management to review their business mobile phone contracts. We met with the customer to gain a greater understanding of their mobile usage, with a view to offer more encompassing coverage for the company.

Over the next two years the contract grew organically to 27 connections as Safety Media was thriving and needed new voice connections for the additional staff.





All staff who had a company laptop wanted the ability to use the laptop remotely, such as whilst out on their customer's site and they also needed the ability to have a laptop internet call. Comms Management promptly met this need and provided 23 more mobile data SIMs.

### The Solution

During this time, Safety Media were moving into new premises in St Asaph and wanted to go completely cloud based, meaning secure and stable internet connectivity was key.

The 100MB lease line required was being installed into a new build premises and to avoid complications and delays during the provisioning process, we met Openreach on site several times to ensure things were being done correctly etc.

Comms Management stayed in touch with Safety Media throughout this project and the communication system was installed correctly within the required lead times to ensure there was no disruption to the business.

The mobile account has doubled in size in the last year with staff armed with both mobile phones and now data SIMs in their laptops, enabling them to work far more efficiently and productively.

### The Result

Comms Management overall have provided circa 50 mobile connections, a 100MB lease line and back up FTTC, plus a couple of analogue lines and fibre broadband for a remote worker.

Safety Media now has excellent connectivity. The solutions have kept the trainers and engineers on the road without worry.

The office relocation to St Asaph proved very successful and the disaster recovery is the best it can be, with staff able to operate remotely with little disruption to customers. Comms Management provided first class customer service which has resulted in Safety Media becoming more efficient, flexible and resourceful.

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**I would happily recommend Comms Management to any company who regards service as important as price.**

Toby Roberts, Managing Director  
Safety Media

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