

Case Study

Innovative approach by Adam Phones provides BBC with an improved, seamless solution to handle its substantial internal hire requirements.

Case Study Summary

The background

BBC Technology is responsible for the management and supply for all technical services required from BBC production teams. Each production comes with an internal requirement for short to medium term mobile phone hire. The ordering process within the division was paper based and therefore slow and prone to errors.

The solution

- Adam Phones worked in partnership with BBC Technology to build a bespoke online ordering system for their short term mobile hire.
- This integrated ordering system was capable of processing an order within 1 hour. This bespoke extranet solution not only provides easy access to hire users it integrates seamlessly with backoffice accounting procedures.
- Adam Phones tailored the billing system to produce individual invoices for each end user in PDF format. This facilitated a more streamlined approach to the internal purchase approval procedure.

The result

The bespoke online solution and technical support from Adam Phones has facilitated a seamless ordering and billing solution for internal customers within the BBC.



The client

BBC Technology now managed by Siemens Business Services Ltd. Siemens provide the BBC with an outsourced solution for all its technical and IT requirements. Adam Phones began working with BBC Technology before its acquisition by Siemens in 2004.

The challenge

BBC Technology is responsible for the management and supply for all technical services required from BBC production teams. Each production comes with an internal requirement for short to medium term mobile phone hire. The ordering process within the division was paper-based and slow and prone to errors. The demanding and ever-changing nature of running a production meant that BBC Technology needed to provide a more immediate and efficient ordering and billing service to its internal customers.

The solution

Adam Phones worked in partnership with BBC Technology to build a bespoke online ordering system for their short term mobile hire. To reduce the heavy administrative processes caused by the existing ordering system, the technical team at Adam Phones also configured the billing system so that it would integrate with the BBC's accounting and procurement systems.

Adam Phones created a billing platform that was designed to manage all aspects of short term mobile phone hire from order to delivery. By creating a secure extranet, the system allowed ease of access for users and a seamless and efficient “backoffice” for order processing. The system allows for immediate requirements and can process a handset order in as little as 1 hour from the point of submission.

Creation of streamlined billing solution

The billing elements of the existing ordering system were cumbersome and time consuming for BBC Technology and the accounts team. Adam Phones tailored the billing system to produce individual invoices for each end user in PDF format. This facilitated a more streamlined approach to the internal purchase approval procedure. As the ordering system integrates seamlessly with existing procurement and accounts systems, expenditure can be approved and instantly monitored and accounted for.

The result

The bespoke online solution and technical support from Adam Phones has facilitated a seamless ordering and billing solution for internal customers within the BBC. The project demonstrates the innovative technical solutions and scalable level of service and support Adam Phones offers its clients.



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