

CASE STUDY: VALE INCO



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COMCEN PROVIDED

- VALUE
- FLEXIBILITY
- PROFESSIONALISM

Vale Inco, a subsidiary of Companhia Vale do Rio Doce the world's second largest mining organization, has an operational and marketing network extending to more than 40 countries. When INCO issued an invitation to tender for one single network-wiring partner for their three UK sites, Comcen submitted a customer centric proposal that set out clear and achievable goals.

"We had a long term relationship with Comcen to supply IT Hardware but didn't know if they had the capability to meet our requirements. But of all the companies we approached, we found Comcen the most enthusiastic – they clearly valued our business. I have to say, though, enthusiasm alone was not enough to win the contract. The overall package put together by Comcen was extremely competitive. Their combination of cost-effectiveness, flexibility and enthusiasm for our business made it clear that we should award the contract to Comcen."

We engaged Comcen almost immediately to complete network testing and subsequent wiring phase of our voice over IP project. The work was completed to our full satisfaction, and we've found that Comcen repeatedly "go the extra mile" to give us the service we want. We're very happy with the quality and professionalism shown by Comcen."

Gareth Osborne, Infrastructure Supervisor,
Vale Inco Europe Ltd.

FROM THIS POSITIVE START, THE RELATIONSHIP HAS CONTINUED TO THRIVE. VALE INCO REMAINS A VALUED COMCEN CLIENT

