

Responsive account management makes all the difference for Irish Guide Dogs

Switching to eir Business for a better mobile and broadband service, as well as dedicated account management, delivers efficiencies and cost savings to Irish Guide Dogs.

Founded in 1976, Irish Guide Dogs provides lifechanging services to people who are vision impaired and to families who have children with autism. The charitable organisation also runs an independent living skills training programme for vision impaired people. Headquartered in Cork, Irish Guide Dogs has 60 employees and a nationwide team of willing volunteers, offering services from fundraising to puppy walking.

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Like any charitable organisation wholly reliant on volunteers and donations, cost savings has become a necessary part of day-to-day operations for Irish Guide Dogs. Working with suppliers who offer value for money as well as customer service that goes above and beyond is an important factor for the charity. With a mobile team of trainers and supervisors constantly on the go around the country, mobile communications plays a vital role in making sure everyone is connected. A recent move to

eir Business has seen the charity make significant savings on its mobile phone bill, but more than that, the move also brings a dedicated account manager, which has proven invaluable to Irish Guide Dogs.

Dedicated eir Business account manager is an invaluable add-on for Irish Guide Dogs

“Having a dedicated account manager is vital to our business,” says Tim O’Mahony, Financial Controller with Irish Guide Dogs. “With just one point of contact we know that if we have a query or any issue we can always speak to the one voice we need – our account manager. He knows and understands our business and it’s this knowledge that is so useful to us.”

Tim was also impressed by the range of mobile price plans available from eir Business. With a highly mobile team the all-you-can-eat voice and data plan meets all of Irish Guide Dogs’ requirements. “We’ve been able to make significant savings on our monthly mobile bills since we’ve moved to eir Business. We also recently had eir Fibre installed at our premises, replacing an unreliable wireless broadband service. This is not only delivering higher and more consistent broadband speeds but has also helped us make cost savings too.”



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Located on the hilly outskirts of Cork City, the mobile reception at Irish Guide Dogs’ HQ could be unreliable. And staff working in a basement office in its premises often lost mobile reception. “Our eir Business account manager worked hard to resolve this issue for us. Having just one point of contact was a real time saver; it meant we didn’t have to explain the issue to a new person each time we phoned,” says Tim. “Having a dedicated account manager, with the expertise to meet our needs, has really been a big strength of our contract with eir Business.”

What eir Business does for Irish Guide Dogs

- Delivered reliable mobile communications to Irish Guide Dogs’ Cork City HQ
- Offered a competitive eir Mobile Business plan
- Provided 33 smartphones for Irish Guide Dogs’ staff
- Installed fibre broadband at Cork City premises with speeds of up to 30Mbps

Benefits for Irish Guide Dogs at a glance

- Significant cost savings on mobile
- Range of mobile plans to meet the requirements of the nationwide mobile workforce
- Dedicated account manager means one point of contact for queries
- Fibre broadband at premises boosts bandwidth and delivers cost savings