

# WHY DRC?



Service that Sets Us Apart – Seamless Telecoms Solutions with Customer Support that **Goes the Extra Mile**



## 34 YEARS OF EXPERIENCE

With over **34 years of experience**, we bring industry expertise to deliver trusted and robust solutions backed up by long standing relationships with our suppliers

## PROBLEM SOLVERS



We love **solving problems** and turning obstacles into opportunities

## TRUSTED ADVISER



★★★★★  
**TRUSTED**

We act as a **trusted adviser**, listening to our customers' challenges and tailoring solutions to their needs – because one size doesn't fit all.

## HONEST & DEPENDABLE

We are **honest & dependable** while providing timely insights on usage & spend



## REFERRALS & RETENTION

The majority of our business comes from **referrals** – which says it all! And our **customer retention** is exceptional, a true testament to the outstanding service we consistently deliver



## DEDICATED ACCOUNT MANAGER

Our customers enjoy **dedicated support** from an Account Manager who conducts quarterly Business Reviews and is always just a call away for expert advice or to tackle any challenges



## EXCEPTIONAL CUSTOMER SATISFACTION

We're proud of our exceptional customer satisfaction, reflected in our **outstanding 85 NPS** – well above the industry average



## PULSE SURVEYS

We run weekly pulse surveys to gather feedback and more importantly **take action**



## BEST OF BREED PARTNERS

We partner exclusively with **top-tier providers** to deliver only the most reliable, innovative and cost-effective solutions

## LARGE ENOUGH TO COPE SMALL ENOUGH TO CARE



We are large enough to cope and **small enough to care**. Get quick, efficient, personal support from the same expert

## EXTENSION OF YOUR BUSINESS

We're your communications arm – delivering value, insights, & **expert support** to fuel your success.



## UNIQUE ANALYTICS PLATFORM



All our customers **get free access to our unique** Hydra Analytics platform providing complete visibility into billing, devices, usage and users.

## HAPPY CUSTOMERS

We have a strong base of referenceable customers ready to share their success stories and the impact we've made



## PASSIONATE ABOUT OUR SERVICE

We are passionate about **exceeding expectations**, delivering outstanding service, and maintaining an exceptional reputation which drives everything we do

