



***The Royal College of Nursing
Prefer UTL's Bedside Manner***



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Paul Whitley - RCN Infrastructure Manager

Though UTL engineers spend a good deal of their time in call centres, office blocks and new buildings, they have also proved themselves in more architecturally demanding environments. How would you fancy adding 180 cables to an existing network? One small catch –you would be running them behind irreplaceable wooden panelling - and doing it all at night.

That was the challenge posed by The Royal College of Nursing's Grade II listed rabbit warren of a building in London's fashionable Cavendish Square.

Paul Whitley, The RCN's Infrastructure Manager, says "we have used UTL for a lot of installations, but the Cavendish Square job was by far the most problematic. It was not helped by the fact that our HQ is really four buildings that, over the years, have been added to and knocked into one."

Whitley continues, "We put out tenders to a number of organisations; UTL is always extremely competitive. However, we do not choose solely on price - we look for added value. UTL is proactive, constantly suggesting ways to accomplish the things we need more simply and for less money."

"When we encounter problems, rather than telling us how much more we will have to pay, UTL endeavours to work round them. We've come to depend on them," he adds.

UTL's staff are, without exception, friendly and accommodating. "If we ask them to do the odd favour that is not on the plan, rather than find excuses why they should not, they get on and do it," reveals Whitley. "They help out when they can and that is important to us."

Also important is the ability UTL has to complete the job with the minimal amount of supervision. "I just let them get on with it," says Whitley. "I do not need to be looking over their shoulder. I am confident that I can allow them to work using their own initiative to get the job done on time and on budget."