

Multi-network coverage that keeps NHBC connected.

NHBC needed better coverage, simpler billing and faster support. dbfb delivered a multi-network mobile solution that cut costs by 60% and transformed the way they manage over 1,400 devices.



Background

NHBC is the UK's leading independent provider of warranty and insurance for new-build homes. With around 1,300 employees, many remote, reliable communication is essential to keeping staff connected, responsive and productive.

The business had grown increasingly frustrated with poor coverage, slow support and limited flexibility from their previous mobile provider. These issues were affecting day-to-day operations, creating admin headaches and slowing down team responsiveness.

With their contract approaching renewal, NHBC went to tender. They selected dbfb as their new mobility partner based on our ability to simplify management, provide responsive service and deliver a multi-network solution built around their operational needs.

Challenge

With a large mobile workforce, NHBC needed reliable mobile coverage to support daily operations. Their previous supplier offered poor signal in key areas, leaving many team members unable to make or receive calls.

To work around this, they opened a second contract with another provider—adding more admin, more bills and unnecessary complexity. Wi-Fi calling was used as a fallback but wasn't sustainable.

Delays in issuing new SIMs disrupted onboarding and impacted productivity. Limited support and a lack of clear communication made resolving issues difficult.

NHBC needed a partner who could improve coverage, reduce admin and deliver the level of service their business required.



Over
1,400
devices managed

**Multiple networks.
One contract.
One bill**

**Achieved savings
of around
60%**



Raising Standards. Protecting Homeowners

Solution

dbfb conducted a full review of NHBC's mobile challenges and designed a tailored, multi-network solution. We supplied 880 voice-only SIMs and 550 data-only SIMs, distributed across the four major UK mobile networks to ensure maximum coverage, strong signal and reliable call quality across all locations.

All services were brought under one contract, with one bill and a single point of contact. This eliminated the need to manage multiple providers and simplified account management through our online billing platform. NHBC can now monitor usage, flag high data users, assign cost centres and track spend in real time with full transparency.

We also provided a range of mobile tariffs tailored to user roles and usage levels, helping reduce unnecessary costs while ensuring every employee received the right service for their needs. Our helpdesk and support team respond quickly to any issues, easing pressure on NHBC's internal IT team and allowing them to focus on strategic priorities.

Results

Since moving to dbfb, NHBC has seen clear improvements in connectivity, control and cost savings. With a multi-network solution in place, mobile coverage is now strong and consistent across all locations. Teams can rely on call quality wherever they work, with no need for workarounds like Wi-Fi calling.

Bringing all services under one contract has simplified management. The online billing platform gives NHBC full visibility of usage, spend and high-data users in real time. Monthly contract reviews help ensure tariffs stay aligned with evolving business needs, while cost centre tracking and usage alerts provide better financial control.

The change has also delivered significant savings, with mobile costs reduced by around 60% compared to their previous supplier. SIM provisioning is now quick and consistent, helping new team members get connected without delay. With responsive support from dbfb's helpdesk, the internal IT team spends less time chasing issues and more time focusing on what matters.

Key benefits



Increased productivity with improved call connections.



Simpler billing, all 4 UK networks billed through 1 online portal.



Monthly contract reviews help monitor usage and spend, and ensure business requirements are met.

What they said

"I can't fault the service dbfb provides. Our calls are always answered, emails always replied to and issues always resolved quickly. Working with such a great customer service team is a breath of fresh air, saves us time, and results in a much happier experience."

Vicky Paige

Senior IT Service Support and Projects



dbfb.co.uk
01604 673 320
discover@dbfb.co.uk



Watch the video case
study here

