



## Cactus Business

Cactus Business Solutions is a Telecommunications provider established in 2001. Their portfolio includes business mobiles, phone systems, landlines and broadband, as well as IT solutions.



The support we get is fantastic. The reason I've used your team for so long is that they have always gone above and beyond for us.

SIMON GALE | DIRECTOR  
CACTUS BUSINESS SOLUTIONS

PARTNER



SECTOR  
Telecoms

SOLUTION  
Ebillz Cloud  
WLR3

For More Information Please Get in Touch

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## 15-Year Partnership

Simon Gale, Director and one of the company owners, has been with Cactus Business Solutions for six years. However, he has more than 21 years of experience in the telecoms sector, "I have worked with Helen and her team for more than 15 years now, across all my businesses. The first company I sold, the second I sold my shares and then I bought half of Cactus Business Solutions 6 years ago."

"The support we get is fantastic," Simon explains. "The reason I've used your team for so long is that they have always gone above and beyond for us."

## Current Portfolio

Cactus Business Services initially worked with TMS, which was later acquired by Chess Partner. According to Simon, "what TMS were previously lacking, Chess has now got it covered - we benefit from even better rates and better services."

Cactus use Chess for billing and WLR3 but are looking into expanding their proposition. Key factors for choosing the Chess team has been the simplicity, the level of support and the price.

The strong culture element that Chess offers its employees also enhances our Partners experience. "Our main contacts genuinely seem happier and even more motivated," explains Simon. No surprise that happy people equals happy customers.

"The Chess Partner Conference 19 was an incredibly insightful event, and we got a lot from it. We have not been at such a good partner event for a very long time."

"Through Chess, we get to work with a wider portfolio of products and have access to more suppliers," Simon explains. "Attending the conference allowed us to gain a better idea where the market is heading and learn about new opportunities we have not explored before."

## Billing

Cactus Business Solutions have been using the hosted billing solution, Ebillz Cloud, for 6 years. "The platform only gets better with time," explains Simon.

He continues, "Ebillz Cloud is just brilliant, and I would highly recommend it. The team listen to our feedback and improve the solution based on our requests."

Since the relaunch, it looks much sleeker, and I look forward to any new features released."

Customers get the best service and experience when it comes to billing, Simon tells us. "The decisive factor for Cactus was accuracy— our bills are always correct. Even if there is a mistake which rarely occurs, it is a human error, not the platform's fault."

## The Future

Cactus Business Solutions are currently exploring how they can strategically expand their offering. "I'm excited to discover the larger portfolio since the Chess purchase," Simon tells us.

"We continue to work with our Business Development Manager and Helen very closely. We have a great professional relationship, and I can rely on them to have an honest conversation about where the company is going, what other opportunities there are and how we can tap into new markets."

"One of the key products that have great potential for us is Cloud PBX. The combination of mobile and hosted voice would help us generate additional revenue, considering the ISDN switch-off."

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