



background

The client is a multinational financial data and software company that provides superior financial research solutions and investment analytics tools to financial analysts, portfolio managers and investment bankers. By providing propriety software, they give them easy, instant access to important data and analytics. The client's customer base comprises of the top 10 investment banks in the world and some of the world's top 100 asset managers. Notably, they've been listed as one of Forbes '200 Best Small Companies' for 11 consecutive years.

“ They have been listed as one of Forbes '200 Best Small Companies' for 11 consecutive years ”

the business challenge

The client provides a large volume of mobiles to its consultants in the United Kingdom so that they can email clients up to date information even when they're on the go. Being able to provide this is an important part of the client's promise to their clients of a 24/7 service. However, this is costly and meant that the company was spending tens of thousands of pounds a month. All of their mobiles were serviced by a single supplier who was not giving them the most competitive and best value for money deal.

To help them find the best provider, they needed expert advice from an external consultancy that had the knowledge, time and resources to be able to assess the company's mobile spending accurately. The way they monitored mobile costs was very disorganised as they were categorised within the IT costs rather than by department or user group. Consequently, the client wanted to organise their spending and gain a greater understanding of their costs by employing individual user analysis and cost centre billing.

the solution

Initially the client was provided with a full audit that gave a thorough assessment of their mobile expenditure and pinpointed the areas of excess spending. This assessment made key aspects of their telephony usage much clearer so they had a better understanding of average call durations, destinations and calling times. Based on this information and their requirements, we were able to match the client with the most cost-effective service plan that was right for them.

After our analysis of the client's requirements and their current usage, we recommended Vodafone as the best network for them.

We negotiated with Vodafone so that the client was provided with the best possible tariffs. We also implemented a mobile billing service so that costs could be analysed on an ongoing basis. This is an innovative online tool that allows managers to monitor the mobile usage of individuals in the company as well as the business as a whole. This means that the client can accurately monitor their spending and make their own independent judgements on usage in the future.



the result

Our input resulted in a reduction of around £150,000 per year in the business's mobile tariffs. The ability to itemise bills means that the client can monitor their costs more accurately as they can now attribute costs to the right department.

This greater understanding of their spending has given them the confidence and capacity to invest in other things like new technology. We expect that further savings will be made in the long term because of the mobile billing service.

Since the initial contract was signed there have been three further contract extensions agreed that have resulted in further savings and an improvement in service as and when available.