

Charity saves £1000 through supplier convergence

Cottage and Rural Enterprises (CARE) is a leading charity providing first-class services for people with learning disabilities throughout the UK. Highly dedicated staff work on a daily basis with clients to formulate the most appropriate support programme, providing workshop activities, employment opportunities and varying types of accommodation.



Overview

Client requirements

- Reduced call costs
- Clear monthly billing – including itemisation
- Greater control of telecoms setup

Alternative Networks' solution

- Consolidation of all mobile and fixed line telecoms
- Clarity, providing billing and usage information
- Support of a dedicated Client Management team

Results

- Savings of £1000 in six months
- Online itemised billing showing potential phone misuse
- Expert support and regular reviews with Client Manager

The challenge

Previously, CARE's telephone setup consisted of three mobile and two fixed line suppliers, leaving their IT Manager, Paul Martin, with very limited control. The results were high costs and poor customer service.

CARE had three requirements from their communications setup. The first, which is an objective of all organisations, and particularly vital to charities, was to reduce costs.

The second was for clearer billing, which would allow Paul to view itemised calls.

In addition, there were concerns that some staff were using company phones for personal use, which Paul feared was escalating costs. Therefore, the third requirement was for greater control over the mobile phone setup, including the ability to monitor call usage. "Having five different phone suppliers gave us very little control over costs and customer service was also very poor," Paul commented. As such, good customer service was also high on Paul's list of priorities.



The solution

As a leading independent mobile and fixed-line supplier, Alternative Networks audited CARE's current setup and, after consulting Paul regarding current and future requirements, devised a solution that would meet them all.

To reduce the high monthly mobile costs, they set about converging CARE's mobile services from five suppliers into one. The most appropriate tariff was selected and better rates were achieved by moving all spend to one supplier.

In addition to receiving a hard copy of the telecoms invoice each month, Alternative Networks' online billing application, Clarity, allows Paul to view all billing and usage information at the click of a button, significantly increasing control over their telecoms setup. Clarity allows Paul to view and analyse summary reports, product usage, full itemisation, unbilled calls and set usage alerts.

CARE now receive a personalised service in which the Client Management team acts as a central point of contact, assisting with all queries and future requirements.

The result

The benefits to CARE were quickly evident, with suppliers convergence alone providing savings of £1000 in the first six months. "Merging our telecoms from several suppliers into one provided us with significant savings in a relatively short time," said Paul.

Due to the merging of CARE's telephone setup, Paul now has one supplier, one dedicated Client Management team and one monthly bill, which allows for greatly increased control and less administrative duties.

With Clarity, Paul can now view itemised calls and monitor staff usage at all times. The result has been a reduction in the amount of personal calls, leading to cost savings and increased staff efficiency.

Finally, and perhaps most importantly, is Paul's pleasure with the enhanced customer care he now receives. When asked about it he commented, "I'm very pleased with the level of service from Alternative Networks. Regular meetings with my Client Manager and constant high levels of customer service put them second to none."