

Designing the perfect Mobile Solution for HOK

Hellmuth, Obata and Kassabaum Inc (HOK) is one of the world's leading design and project delivery firms, managing the planning, design, and construction process for a wide range of clients and facilities. HOK opened their London office in 1987, and now employ 250 people who execute projects for organisations across the globe.



Overview

Client requirements

- Reduction in call costs
- Itemised billing
- Consultative support

Alternative Networks' solution

- Transferring mobile traffic
- Access to a web-based call management tool
- Client and project management support

Results

- Monthly mobile bills reduced by £2-3K
- Administrative burden vastly reduced through automated billing and reporting
- Reassurance and confidence that mobile telecoms are in knowledgeable and capable hands

HOK London plays a leading role in high profile projects, and recent flagship achievements include the Passenger Terminal in Amsterdam, Barclays Bank's HQ building in Canary Wharf and 40 Grosvenor Place, a building named 'Britain's Best Commercial Workplace' in the British Council for Offices awards.

The challenge

Due to the international nature of many of HOK's operations and projects, a large number of their expert staff (mostly architects, technicians and directors) travel abroad and frequently depend on international roaming on their mobiles. Naturally, this requirement means that HOK expects ongoing proactive support and competitive international rates from their mobile network.

Margaret Rose (Senior Associate and Facilities Manager for HOK London) has responsibility for the office's fleet of mobiles. She was becoming increasingly concerned about her incumbent provider's prices, levels of service and billing information. Not only were some SIM cards failing to divert calls, they were slow to review HOK's requirements and billing data was difficult to navigate and understand. As a result, Margaret's office administrator was spending a large amount of her valuable time struggling to assess and allocate costs to each user.

Greatly dissatisfied, Margaret contacted a telecoms business that was recommended to her: Alternative Networks plc.



The solution

One of our Strategic Sales Executives, Rob Evans, met with Margaret and promptly recommended moving HOK London's mobile call traffic over to a different network. Our partnership with a number of top class suppliers means that we can offer great flexibility and can advise on the right choice to suit individual business requirements.

We also allocated HOK an expert Project Manager to ensure that the transition was seamless. The Project Manager took full responsibility, leaving Margaret and her colleagues free to carry on with their usual duties.

This support proved invaluable on the day of the port, when it was revealed that the mobile handsets were in fact locked. Logistical and communications problems were successfully avoided as Tash Varty (Senior Project Manager) immediately came on site to ensure that they day went without a hitch. As well as making sure that all of HOK's mobiles were in the UK on the day of the port, Tash was on hand at HOK London, transferring SIMS, co-ordinating face-to-face training, issuing user guides and getting the phones unlocked.

This high level of service did not end with Project Management - Margaret receives ongoing support from Alternative Networks. A knowledgeable Client Management Team, including a dedicated Client Manager are available to offer advice and solutions.

"My Client Manager, Stephen, is of colossal value to me. He comes in regularly, carries out quarterly reviews and provides me with great consultative advice. This level of service is far superior to the impersonal approach I was receiving before." Margaret Rose (Senior Associate), HOK.

Great support also extends to the billing information that we provide. The laborious task of analysing bills is gone for Margaret's assistant Andrea. Clarity, our webbased call management tool, allows her to see fully itemised bills, track personal calls and run usage and management reports at the click of a button, easing much of the administrative workload.

The results

By changing mobile networks as we advised, HOK London achieved their desired goal and now enjoys significant savings of around £2-3k per month. Although financial pressures were HOK London's key motivation for changing supplier, they were also looking for a number of other unique selling points that Alternative Networks has since delivered.

Margaret truly values her Client Manager's support and advice and now meets with Stephen to discuss ideas and solutions for HOK's telecoms requirements going forward. If she has a query or issue she can now rest assured that her mobile fleet is in capable hands. "The office-based support staff are also fantastic. I am guaranteed good service as they are very helpful and responsive," Margaret commented.

We have also alleviated HOK's billing issues with Clarity, which is simple to navigate and enables HOK to monitor their mobile calls far more quickly than was previously possible.

"I can certainly recommend Alternative Networks as I can always get through to someone who will listen and take responsibility for HOK's account." said Margaret.

The future

Margaret and her Client Manager are continuing to meet to discuss HOK's telecoms infrastructure. Due to the number of HOK staff based in the field, she is currently looking at the latest mobile and data technology on offer to find new solutions that will keep her colleagues in touch with the office without interrupting their creative thinking.