



Case Study

Integral

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An intelligent solution, which saved 46% of Integral's annual telecoms costs

Integral is Britain's biggest and fastest growing national provider of comprehensive maintenance services for commercial and public sector buildings. The company has 2500 employees spread across 15 bases – and offers services from 12 specialist divisions.



When we were invited to work on this project, we were told a major consultant had already reviewed Integral's telecoms and made recommendations.

We were asked to review these, as they lacked clarity. We were also asked to provide recommendations in addition to those already presented.

The challenge

This client was faced with two specific challenges, which are common for many organisations.

Firstly, its workforce has varying technology needs and is highly dispersed across the UK.

Secondly, Integral faced rising costs to provide these essential services to employees and its UK-wide client base.

With over 1,300 contractors working 24 hours a day, Integral's main concern was their mobile network service.

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“We had started the contract review process for our 1,200 mobiles and landlines in house when our Chairman recommended IntelligentComms. Being extremely knowledgeable in the telecoms field, they were able to analyse our call data and identify alternative suppliers. They professionally managed the whole negotiation process resulting in our bills being halved. This process not only saved us money but allowed us to concentrate on running our business.”

Paul Salmons
Finance Director, Integral

What we delivered

We analysed synergies between Integral's landline and mobile call profile. This helped identify the best service that could be delivered; at the best price it could be achieved.

By completing an in-depth analysis of Integral's call profile for landline and mobile telecoms services and taking advantage of the natural synergies between both services, it was clear they could increase efficiencies and reduce overall costs.

We recognised that not only were significant savings possible, but huge service benefits could also be gained.

Results

The implementation of better technologies greatly enhanced the efficiency of all 1,300 contractors - an intangible overhead saving, but a substantial one.

Two primary providers were identified as the best solution for Integral's complete telecoms service offering. By implementing key technologies from these providers, we delivered an annual saving of 46% across their entire telecoms spend.

Savings were achieved above and beyond the recommendations of the independent consultant.

What's more, the ongoing service from these providers also delivers better clarity on billing. This allows integration to accounting systems and accurate forecasting on future spend.

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