

INSPIRING PRODUCTIVITY

Mitsubishi International Corporation (Europe) PLC needed greater flexibility and productivity from their mobile management provider after a series of frustrations caused them to re-evaluate their current arrangements.



*The best supplier we have had.
Not just across mobile... but **anywhere.***

Justin O'Sullivan
CS Manager

Business Challenges

The situation Mitsubishi found themselves in with their existing mobile services provider was causing multiple headaches:

- Frequent domestic & international bill shock.
- Limited online visibility of account activity and a poor user interface causing confusion over billing data.
- Constant billing issues compounded by a poor standard of customer service, leaving account issues unresolved for prolonged periods.
- A core group of company seconded employees who travelled globally across different business functions, needed greater flexibility in mobile activation & termination.
- Anticipated cost savings failed to materialise, with overall costs actually increasing.

Solution

After review, it was clear that a managed service could help Mitsubishi to proactively address and mitigate future service challenges before they became a problem.

We provided:

- In-month proactive monitoring and alerting to avoid future bill-shock.
- A dedicated customer service desk to reduce internal time spent on mobile contract administration tasks.
- Helped to automate internal document management tasks.

Results

- ✓ Improved flexibility and productivity through simplification of tariffs and alerting - giving users confidence to use their devices without incurring additional costs.
- ✓ Continuous achievement of predicted cost savings.
- ✓ An additional 4 days per month saved on internal recharge administration.
- ✓ Quick and seamless transition.