



“Mobile5 sort out all our problems and they’ve knocked spots off our previous bills.”

David Ellery, Operations Director

Solving problems,
saving money and making
recommendations

The Situation

Home Learning College is the UK's largest home learning specialist. They offer a wide range of home study courses to over 65,000 students at a time, with 2,000 new students enrolling every month.

They were a direct customer of a main mobile network but were experiencing a lot of problems and had no access to an account manager. It was taking a lot of time that they needed to focus on their own business.

The Solution

At our first meeting in 2007, we offered to handle everything. For the first year, we renewed their contract, for the next two years, we switched them to a different provider.

They have about 150 mobile connections and 30 data-cards.

We meet every quarter to review the account, analyse bills and discuss opportunities that arise through updated technology.

The Impact

- Monthly voice bill reduced from £12,000 to just over £7,000 plus they have additional lines
- Hours of time saved by not having to solve problems themselves
- Fewer problems in the first place
- Proactive suggestions about how to reduce spend

Highlights

- Time saved
- Less hassle
- Speedy problem-solving
- Increased business focus
- 42% saving on mobile costs

"Mobile5 are absolutely brilliant.

Previously, we had to solve any problems ourselves, which would take hours. It's a big thumbs-up because we don't have as many problems but if we do, we just make a phone call to Mobile5 and they sort it out.

We deal with our dedicated office-based account manager, on a day-to-day basis. She is polite, easy to get on with and extremely knowledgeable. She deals with things straight away and if there's anything she doesn't know she'll find out and get back to us within 20 minutes.

Our dedicated field-based account manager comes up with good commercial recommendations. When we had a problem with bills being high he gave us suggestions on how to resolve the situation and it worked.

The cost savings are secondary, but Mobile5 have knocked spots off our bill."

Dave Ellery,
Operations Director

To discuss your communication requirements, please contact;

Mobile5 Ltd
Kingfisher House, Elmfield Road, Bromley, Kent BR1 1LT

Tel: 0845 302 1900 Fax: 0845 302 1901

Web: www.mobile5.co.uk

Email: enquires@mobile5.co.uk

