



The hidden costs of mobile contracts

A Spectrum Telecoms guide to Managed Mobile Services



Mobile phones have long been a key business tool.

But with so many options available, managing your business' mobile accounts and devices can be a challenge.

For example, do you know how much call time or data your team is using every month?

Are all your staff on the same tariff? If not, are they on the right one for them?

Importantly, have you identified any savings you could make?

The business mobiles marketplace is crowded and confusing. Wading through all the options to try and find the right one for your business can be a chore. But getting the right deal is key to unlocking cost and productivity benefits. Sometimes, it's best to cut out the middleman and go direct.

This simple guide is designed to cut through the noise and show you how to choose the devices and tariffs which match your exact requirements, to unlock cost and productivity benefits and deliver maximum value to your business.

Spectrum's managed mobile solutions can help set your business free.

What are Managed Mobile Services?

Managed Mobile Services (MMS) enable businesses to outsource the management of their organisation's mobile devices, airtime, security and connections to a single, trusted, expert provider.

MMS can provide business users with:

- Centralised and co-ordinated control of activities
- Mobile device management
- Provision of, and changes to, network services such as call barring and unbarring, cancellation & migration
- Mobile infrastructure services
- Billing and invoicing queries
- Network coverage checks and coverage enhancing equipment
- International roaming management

Spectrum's MMS provides business customers with a simple solution to their mobile telephony requirements, which helps reduce costs and maximises the effectiveness of their employees, investment and technology.

It helps to free-up resource in internal IT and finance teams while ensuring that mobile costs and usage remain under control and that all policies and security protocols are adhered to.

We work with all the UK's leading business carriers to provide a complete managed mobile solution to our business customers, giving you access to the latest technology and the best value tariffs on the marketplace. From account management and asset administration to warranty, repairs and replacement devices, we can help you set your workforce free from the restrictions of your current mobile contracts and identify how best to use your resources, to be better.

And with your very own, dedicated account manager helping you to meet your business goals, our MMS will help to reduce the burden on your own resources.



How will MMS benefit my business?

Using an outsourced managed mobile service gives you access to clear and independent advice and expert knowledge, enabling you to make effective use of your time, money and technology.

It can offer the following business benefits:

Control costs

Wave goodbye to confusing contracts and inefficient services that slow your business down and cost you money. MMS services work to proactively reduce telecoms waste, helping your business to be more efficient and productive.

Futureproof your business

Technology moves fast and new devices with enhanced features are being released all the time. Expert advice from your MMS partner will ensure your business always has access to the latest technology.

Enhance productivity

Managed mobile services enable your business to work efficiently and flexibly. Providing seamless connectivity will ensure your workforce is working to full productivity, regardless of time or location.

Increase flexibility

An MMS gives you access to the full range of tariffs and devices available, so you can match them to your exact business requirements. You can find the contract that works best for you, that can be cancelled or changed whenever you need to.

Round-the-clock support

We all know that when it comes to technology, it's not all plain sailing. MMS provides 24-hour technical support so that when things don't quite go according to plan, any issues or technical difficulties can be resolved quickly to minimise the impact on your business.



What options are available?

Spectrum's MMS provides a complete outsourced mobile management solution to your business. We work with a range of leading carriers, giving you access to the latest tariffs and technologies. Our MMS provides:

Audit & cost control

We'll carry out a full assessment of all your mobile voice and data usage, user profiles, tariffs and devices, before providing independent recommendations about your technology needs and potential cost benefits that would be difficult to identify in-house.

Account management

With a dedicated account manager and helpdesk team to co-ordinate and control your day-to-day mobile operations, we understand your business and its goals, where it is going and how technology can get you there.

Mobile application services

We can help your business to maximise the effectiveness of your employees and mobile investment by integrating a range of real-time tools to support your business, including device, data and security management apps.

Asset management

Our MMS can easily handle the complicated task of managing mobile devices in your business to ensure they comply with policies and are not misused, giving you complete control of all the mobiles in your company plan.

Advanced reporting & analysis

We monitor your billing and provide quality monthly reports tailored at group, department and cost centre levels to help you get a handle on your mobile usage and costs and identify potential changes which could help save you money.

MMS FAQs

Which carriers do you work with?

We can support mobiles connected to O2, Vodafone and EE or a mix of all three to ensure your users have access to the best coverage and tariffs available.

Can I get my mobiles from more than one carrier?

Yes, you can. We work with all the major business mobile carriers in the UK and can tailor solutions which include connections on all networks to meet your exact requirements, with the added benefit of having only one account and one monthly bill from Spectrum.

Who manages the security of my devices?

Our application management service takes care of all your mobile device management requirements, while your dedicated account manager can advise and assist with implementing suitable mobile security policies and enforcing compliance.

Is your network robust and diverse enough to support my business' domestic and overseas requirements?

Yes, we can tailor cost-effective managed mobile solutions which include connections on all the different networks required to meet your needs and use our buying power to ensure you always get access to the best value tariffs.

How do you secure the best business mobile deals?

Spectrum is an independent adviser with many years' experience of the business mobile market. We work with all the major carriers to give you access to the best tariffs and devices available and use our buying power to secure the best deals for our business customers.

Do you provide any support to our individual users?

Yes, we have a 24/7 helpdesk service which provides users with day-to-day support. We don't use interactive voice response, all helpdesk calls go straight through to a member of our MMS team, who will take ownership of your issue and deal with the networks on your behalf to resolve it.

Who monitors my account to ensure we're always getting best value?

Spectrum's advanced mobile reporting is completely transparent and is implemented by your dedicated account manager, who will monitor and analyse your data monthly to look for any trends or observations before making recommendations and implementing changes to ensure your package always delivers the best value.

Can you make sure my account remains up-to-date with staff moves and changes?

Yes. Our helpdesk can work with your HR team to keep on top of any additions or changes to your users, along with managing the distribution and tracking of all your devices. Our MI reporting, meanwhile, flags inactive accounts and numbers so they can be reallocated as required.

Managing your business mobiles can be a challenge...

It can be frustrating trying to manage your mobile contracts for many reasons:

1

They're often non-cost-effective – Do you really know that you're getting the best deal?

2

They can be confusing – Do you have the time to effectively manage your accounts?

3

There's a lack of flexibility – Are you fed up of being stuck in a contract that's not working for you anymore?

4

If your device breaks or gets stolen, you foot the bill – Providing unnecessary and wasteful costs you shouldn't have to pay.

But at Spectrum, we have the solutions.

Download our 'How Business Mobile Contracts are Costing You Money' guide to find out how Spectrum can help you set your business free with managed mobiles and save money and time while you're at it.

Case study

The client

Spectrum has been working with Birmingham-based housing and community support services provider the Pioneer Group for a several years.

We've helped it to save money and achieve greater efficiencies through the deployment of innovative connectivity solutions.

The challenge

The Pioneer Group operates a fleet of mobiles and needed a smartphone solution to enable its end users to take photos of properties to improve efficiency in handling issues.

It required a flexible mobile telephony solution to give more than 100 individual end users on the ground the tools they need to manage their properties and swiftly address any issues or concerns that their supported tenants may have, as well as providing a high level of customer service.

The solution

We audited the account, provided a more cost-effective network and managed the implementation of the new package, which included the ability for users to access their own bills and flag personal and work calls.

Employees now have access to a wide range of communication tools, which offer greater flexibility in call handling, interaction and internal team working.

Testimonial

"Spectrum understands our business and our requirements and is able to draw on a vast amount of experience, knowledge and expertise to ensure we have the right solutions in place and always have access to the latest technologies."

"Mobile technology is a key part of what we do to enable our support workers to respond to issues swiftly and efficiently and provide a high level of service and the solution Spectrum specified enables them to do just that."

Mohammed Sarfraz

IT Network Administrator, The Pioneer Group



How can Spectrum help?

Spectrum Telecoms has a wealth of experience and expertise in providing managed mobile solutions which help our clients to be better by increasing efficiency and reducing costs.

We have spent many years advising customers on ways to improve, through the implementation of the latest technologies to provide futureproof solutions. To define the best solution for your business, we will undertake a full audit of your current mobile infrastructure to benchmark it against your business requirements, to help you be better.

Our audit service incorporates a full assessment and report on all mobile voice and data usage, user profiles and carrier contracts as well as an asset audit including devices, servers, mobile UC applications & integrations.

This can also be extended to include wireless access, 'bring your own device' and mobile security if required.

Once the audit is complete, we will then recommend a bespoke package of solutions to improve your mobile telephony and help your business be better. Once implemented, we produce easy-to-read bills, provide a versatile online portal and ensure our account managers are always on-hand to help you to understand your bill or your account and make sure that your business gets the most out of the services you need.

Next steps

To find out more about our managed mobile solutions, book a technical audit or for any other information, get in touch today.

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