

Cleanology

– Professional cleaning services in London & Manchester



*The London and Manchester based professional cleaning service enjoyed **SAVINGS OF 45%** through addressing their excess data charges while still in contract*

Challenges

- Cleanology renewed their Vodafone account on a seemingly good contract
- However, invoices more than doubled shortly after the contract commenced as the mobile phone bills showed many additional purchases, many of which seemed to be random
- Jade Collazo, Head of People at Cleanology approached Billmonitor for help
- The brief: Identify and address the reason for the exceptionally high costs, and deliver lower monthly costs while also securing a meaningful handset fund on the upcoming renewal

Solution

Using Billmonitor's unique, evidence-based software to analyse Cleanology's mobile phone bills, the team quickly identified the reason for the increased data charges.

- Several connections showed a significant increase in their data usage, pushing the accounts total data usage above its allowance, resulting in thousands of pounds of excess data charges
- To make matters worse, Vodafone reported these excess data charges as "other purchases" and randomly allocated them to one number as no lead number had been agreed
- Billmonitor worked closely with Cleanology to ensure that all data usage was business related before adding incremental data bundles, reducing excess data charges by approximately 60%
- Cleanology subsequently decided to make use of Billmonitor's monthly reporting to ensure costs stayed down

Results

- Bill Audit – Comprehensive review of the actual usage and spend to confirm that all charges were business related
- Addressing the excess data issue while in contract and realizing an instant SAVING of 45%
- Handset fund increased for the new 24-month contract.

Cleanology's profile

Cleanology provides professional office and commercial cleaning services, as well as property maintenance and support services across London and Manchester to some of the world's most famous brands.

As a multi award-winning family business, Cleanology is now one of the most established companies in the industry, with a focus on quality and service. Their bespoke and unique office cleaning service goes one step further by delivering a quality service through constant innovation and technology.

Cleanology are proud to be Living Wage employers, ISO quality-accredited and members of the prominent Green Organisation.

Cleanology

Established in **1999**

Offices: **London & Manchester**

Connections: **c.32**

Employees:
approx. 500

Bill Audit followed by Bill Monitoring to keep the costs down

- Using Billmonitor's software to really understand Cleanology's usage and spend, the initial Bill Audit allowed to correct the issue of **EXCESS DATA CHARGES**
- Billmonitor now produces monthly monitoring reports for Cleanology, highlighting unusual items and recommending changes
- Billmonitor also managed the contract renewal in October 2018 and more recently supported the implementation of additional connections, always making sure that the **COSTS STAY DOWN BY SELECTING THE MOST SUITABLE TARIFFS AND BUNDLES** for the actual usage

Commenting on the Cleanology account, Senior Account Manager Jamie Boulton said:

"The issue of excess data charges is often difficult to identify, particularly in the case of contracts with shared data allowance. As new employees join the existing mobile phone contract, the need to increase the data allowance is often overlooked... and the networks have no interest in offering a solution when it happens. We regularly see that this issue is compounded by sloppy contract implementation by the networks or cryptic descriptions in the invoices. Using the Billmonitor software allows us to identify the reasons for excess charges and to take corrective actions, whether it is excess data, voice, international calls or roaming charges."