

FIRST INTUITION

Where people count



First Intuition realised **CASH**
SAVINGS OF 28%

Challenges

- First Intuition ("FI") faced a common challenge for a multi-site business with a sizeable mobile fleet: they were big but not large enough to have a dedicated person responsible for managing the mobile phone arrangements and maintenance
- The rapid growth of FI's extensive network of employed and contracted tutors introduced additional complexity, resulting in frequent updates to user details
- FI recognised the need for the next mobile phone contract to offer greater flexibility to support future growth and be managed more efficiently to prevent redundancies
- The team chose to appoint Billmonitor with a mandate to identify cost savings and oversee the entire contract renewal process from start to finish

Solution

Using our unique software and market knowledge, Billmonitor identified significant savings by:

- securing competitive proposals from all major network providers, including the incumbent network provider;
- launching a dedicated mobile support service under FirstIntuition@Billmonitor.com serving as the primary contact for any technical or network issues; and
- offering active handset management, including the sourcing and distribution of SIM cards and devices.

Billmonitor collaborated closely with First Intuition, overseeing the process from start to finish and keeping FI consistently updated on progress.

Results

- Significantly simplified mobile phone arrangements with **SHARED DATA ALLOWANCE** delivering **CASH SAVINGS OF 28%**
- A new handset programme, focused on **REFURBISHED HANDSETS**, **REDUCING COSTS BY c.40%** or about £10,000 (while also reducing the carbon impact by over 90%)
- **AN IMPROVED SERVICE SUPPORT** by Billmonitor, with remote tech support to resolve handset or connectivity issues

First Intuition's profile

First Intuition is a specialist accountancy tuition provider and opened its first study centre in 2007 aiming to create a safe space for aspiring accountants to be supported and treated as individuals.

With a head office in central London, FI operates 21 sites in the UK and an option, offering a range of classroom and online learning that lead to the AAT, ACCA, CIMA, and ICAEW qualifications.

Today, over 10,000 students use FI and achieve industry leading results.

First Intuition

Established in **2007**

Location: **London, multi-location UK**

Connections: **149**

Employees: **>300**

Creating a mobile phone contract that is 'future proof'

FI had three clear objectives: **(i) lower cost, (ii) better service and (iii) a more flexible mobile phone contract that also accommodates its ambitious growth programme.**

To achieve this, FI appointed Billmonitor, a specialist in mobile phone tariff advisory services, to manage the renewal process from beginning to end and provide hassle-free account management after implementation.

Billmonitor used its unique software to analyse the usage and spend profile of all individual users and the organisation as a whole. This allowed us to identify and address key issues such as dormant connections, excessive data users and unusual charges.

After a competitive bidding process, Billmonitor summarised the key terms and conditions of the proposals, resulting in a renewal with O2 that offered lower costs and improved contract terms, including co-termination for all connections.

Since the renewal, the Billmonitor team has provided a seamless account management service that includes handset procurement and actively managing the account by reallocating connections for leavers, realising additional savings of approximately £3,600. Furthermore, the use of refurbished handsets has not only cut costs but also reduced the carbon footprint by over 90%.

Commenting on Billmonitor's work, Sarah Mackey, Business Operations Director said:

"I was pleased to see Billmonitor's detailed usage and cost analysis. Besides the significant savings, we were particularly keen to reduce the internal workload by outsource the management of our mobile phones."