

Larkmead Vets

Larkmead Vets offers dedicated, round-the-clock care for your pets



Larkmead Vets benefits from **HASSLE FREE ACCOUNT MANAGEMENT** provided by the Billmonitor team

Challenges

Larkmead Vets' mobile phone account has significantly grown in recent years. When Billmonitor took over the management of the account in 2022, Larkmead Vets was facing a number of challenges:

- Fluctuating data usage from month to month, combined with low data allowances, often led to excess charges for individual users
- The frequent need for costly temporary data bolt-ons made their mobile contract inefficient and difficult to manage
- Monthly costs were volatile due to significant out-of-allowance costs

Solution

Billmonitor used the upcoming renewal of the account to address Larkmead Vets key issues:

- We negotiated with Vodafone to develop bespoke contract terms on renewal
- Increased individual data allowances without increasing current contract costs
- The new tariff structure was designed to avoid exceeding out of allowance charges

Results

- Significant increase in data allowance, effectively **DOUBLE DATA AT NO EXTRA COSTS**
- **SIGNIFICANT COST SAVINGS** by avoiding the need for expensive data top-ups
- Additional support by providing **REMOTE TECH SUPPORT** and **SOURCING OF HANDSETS**

Larkmead Vet's profile

Larkmead Vets, an independent mixed practice in South Oxfordshire, has been providing expert care since the 1960s. Their skilled and compassionate team supports pets, farms, and equine communities, delivering exceptional service and going above and beyond for their patients.

As an RCVS-accredited small animal practice, they uphold the highest standards of care. Being part of XLVets, a renowned network of independent practices, enables them to share expertise and collaborate internationally, enhancing veterinary excellence.

Larkmead Vets

Established in **1960s**

Location: Larkmead Vets has five small animal surgeries across the South Oxfordshire area

Connections: **c.26**

Employees: **c.35**

Comprehensive account review and improved service

Billmonitor's support team conducted a thorough review of the individual usage and spending patterns for each mobile user on the Larkmead Vets account in preparation for the recent renewal.

The analysis revealed a growing trend of increased data usage by certain users, which was occurring in an unstructured and unpredictable manner. This led to excessive data usage charges.

To address these concerns during the contract renewal, Billmonitor:

- collaborated with Vodafone to provide a tailored solution;
- increased the data allowance for individual users by 100% at no extra cost; and
- simplified the tariff structure to remove the need for expensive bolt-ons.

Since the renewal, the account has grown by an additional 25% without incurring significant out-of-allowance charges. Billmonitor is also providing handsets and offering the opportunity to upgrade devices at a substantial discount, while achieving a 90% reduction in carbon footprint.

Alex Cumiskey, Small Animal Vet, commented on Billmonitor's services:

"Since Billmonitor managed our recent renewal, we've seen a noticeable reduction in our monthly costs. Their team has been a huge help throughout the process, providing clear advice and fast responses to any questions we had. We really appreciate their support in making sure we're getting the best deal possible."