



We saw an
opportunity to pay
less for better service.

When a leading global insurance services company asked us to review their communications infrastructure, we didn't just see what was wrong; we saw an opportunity to create a better service whilst reducing costs.

Chubb is recognised as one of the top 20 global insurance firms. In the UK, it had been expanding at an exponential rate and this growth had resulted in a fragmented infrastructure with multiple service contracts and tariffs across the group. Chubb was concerned that it did not have end-to-end visibility of its infrastructure and whether this was fully serving the needs of the business.

“With many different contracts, tariffs and service agreements across the UK, it is a challenge to truly understand what is in place and attribute costs to the different parts of the business.”

WHAT WE SAW

To us, Chubb needed more than a report that detailed its infrastructure and documented the different services it had in place. It needed a plan and a partner that was capable of understanding its

specific needs and aligning technology and services to fulfil those. We saw the perfect opportunity for Chubb to gain the insight it needed, to make better use of the technology and services that were in place and to make considerable cost savings.

WHAT WE DELIVERED

babble conducted an end-to-end review of Chubb's infrastructure; spanning fixed line, mobile, inbound, data and conferencing contracts. This provided a complete view of what Chubb currently had in place and clearly attributed contracts and costs to each service being delivered to the business.

We took the time to get under the skin of the business. To understand how Chubb operated across different locations and teams, what demands they had on the communications

infrastructure and where current capabilities were holding them back. This enabled us to provide Chubb with a clear definition of the business' requirements, identify gaps and misalignment in the current communication services and make recommendations backed by tangible ROI.

Appreciating the value that we offer, babble were asked to implement the proposed recommendations and to provide an ongoing managed service of Chubb's communication infrastructure.

THE RIGHT OUTCOMES

“We now have a detailed understanding of our telecoms overhead and no longer have to spend time managing our infrastructure – babble do this for us.”

babble immediately saved Chubb in excess of £325,000 across its UK infrastructure, by aligning each service to specific business requirements. Chubb is no longer burdened by the considerable management overhead of selecting, negotiating and managing supplier agreements. This is all taken care of by babble and we use our experience to deliver continuous savings.

“babble have become our trusted communications partner – the value they have added has saved us in excess of £325,000.”

Chubb has also gained a trusted partner that continues to analyse and recommend technologies to the group that are highly relevant. This insight and expertise is helping Chubb to maximise staff productivity, improve the customer experience and rapidly adapt to changing market dynamics.

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