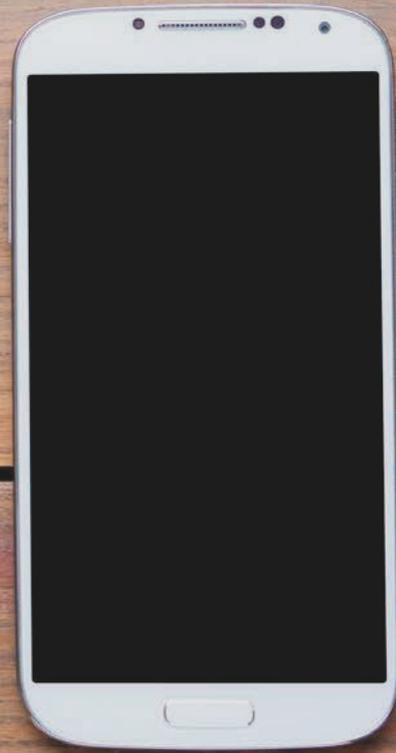


## We saw a way to make more talking pay.



When a successful investment firm asked us to look at their escalating mobile costs, we didn't dream of asking users to talk less, we saw an opportunity for them to talk more.

Triton Partners is a highly successful investment firm that operates across Northern Europe. With many of its employees working across the region, mobility is key. However, for Triton, this was coming at an escalating cost. Triton obviously didn't want to stop talking to clients, but it needed to find a way of controlling costs and stopping the erratic nature of monthly bills.

“With our people travelling across Europe, mobile expense was always going to be significant, however our costs were growing with little insight into why this was.”

### WHAT WE SAW

To us, Triton wasn't expecting too much. It relied on mobile devices to keep its people communicating and collaborating while travelling across Europe. What we saw was an opportunity to truly

understand how Triton was using mobiles, to simplify the management and administration of its business mobiles and to find the most cost effective solution to ensure people kept talking.

## WHAT WE DELIVERED

We started by digging deep into how Triton used mobile communication. We conducted an in-depth review of each mobile user, their behaviour and the associated cost. By analysing this against a twelve-month period of invoices, we could clearly establish where and how monthly charges occurred – a significant step in addressing the issue.

With this level of understanding, we could then leverage our expertise to identify and propose a number of mobile strategies for Triton. These

looked at utilising the most cost effective tariffs and add-ons, as well as delivering the level of support that Triton needed.

babble not only helped to transition Triton to its new mobile strategy, but also put in place a dedicated account manager who plays an important role in continually monitoring and assessing mobile usage. This proactive service allows for any variation in usage, or emerging requirements, to be incorporated into the contract; with any appropriate changes being applied immediately.

## THE RIGHT OUTCOMES

“babble put a lot of time and effort into fully understanding what we needed from a communications partner. Their level of support is consistently excellent.”

The pro-active service provided by babble has reduced mobile expense within Triton. It has eradicated ‘bill-shock’ and ensured that billing is both consistent and predictable. But babble did more than just reduced cost, they ensured that the team at Triton have a highly effective way to remain connected while mobile.

“Through owning every element of our mobile estate, babble successfully tackled the constant rise in mobile expense. babble have helped us save in excess of £72,000”

Taking the time to fully understand the needs of each and every user has enabled babble to provide a service that truly adds value. For Triton, this means it has gained a trusted advisor rather than just another supplier.

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