



Maintel Insight Service: Mobile Audit and Commercial Review

The intelligence you need to
make informed choices about
your mobile estate.

Maintel Insight is a suite of consultancy and discovery services that provides you with the intelligence you need to make informed choices about your communications technology.

It also aids the planning and future development of your estate.

Mobile estates are becoming increasingly complex as more people work on the move.

Maintel Insight can help you understand your usage, user behaviour, devices and costs.

Our mobile audit and commercial review gives you a deeper understanding of your existing mobile usage and the management information to reduce costs and manage usage more effectively.

Maintel Insight Overview

We start by working to understand your technology infrastructure, business practices, pain points and the constraints affecting the engagement.

Depending on the services needed we gather a range of information around your commercial and technology estate and meet face-to-face to obtain a deeper understanding of your organisation's structure, drivers, business processes, issues and strategy.

We will then utilise this information to produce an insight report. This provides the information needed to understand how to reach your business goals.

Mobile Audit Service

We will provide you with a detailed no obligation Mobile Usage Audit. Because we're independent from the networks and manufacturers, you can rest assured the advice we give is totally unbiased.

Your Challenges

Our experience has highlighted that many businesses simply don't have the skills, time and experience to continually manage their mobile estate. Consequently, solutions can drift and lead to the following challenges:

Lack of adherence to policy

Appropriate use policy is often defined but rarely enforced

Escalating usage

For both voice and data, with heavy users over spending on existing tariffs

Roaming and International Calling becomes costly

If you're on a legacy tariff it may not have kept pace with the latest rates or where you travel. A lack of flexibility means any increases in usage can be very expensive

Lack of control

Management of the estate can get out of control and many organisations with regular staff changes end up paying for unused connections but with no idea how many.

Our Approach

These challenges can quickly accumulate and impair your ability to manage your mobile inventory.

We will engage with you to deliver effective cost reduction solutions that are achievable and measurable. Our consultants provide the additional skills, tools and resources to complement your team in achieving this.

Maintel will carry out a detailed audit of your mobile telecoms estate and usage. The audit involves requesting historical usage (typically electronic bill information) from you and then analysing it. We will analyse the existing mobile estate to understand all resources, actual usage and existing costs. From this we will produce recommendations of the most appropriate tariff (or tariffs) based on your user profiles and overall requirements.

Our approach is broken down as follows.

Understanding your users

The real key to a successful mobile audit is to understand your people first. Not everybody does the same job, so why should they all have the same tariff? Only once we understand the work that they do, how, when and where – will we take a detailed look at their existing usage.

Understanding your usage

We start by performing an initial baseline audit on your current mobile usage and charges. To assist with this, we will ask you to provide at least a quarters worth of billing data in an electronic format. The more comprehensive information you can provide means the more detailed analysis we can perform.

Analysing and presenting the data

Our experts specialise in nothing but audits – so they know exactly what to look for and how to present the results.

The Audit

Once we have gathered sufficient billing data we will analyse it to understand what you've got in your mobile estate, what you're paying for and whether it's fully utilised.

The audit has three phases:

Baseline Audit

A basic summary of charges and usage information. The audit will take your historical data and present the results by grouping usage types (Data, UK voice, Roamed, International, SMS, Rental etc.) with a volume and cost.

Comprehensive Audit

Once we have understood the "As Is" situation at summary level we move to the next stage; a breakdown of usage for every single user (or MPN) by call type, for example:

- UK to international calls by zone, incoming and outgoing,
- UK and roamed data usage and spend by user,
- Zero usage by MPN with summary of charges.

Modelling

We will then help identify and design the best ongoing solution for you. We model your usage against the best available tariffs to present potential cost savings to you.

We don't just offer standard tariffs, so our experts have total flexibility to put together a package and a price that is right for you.

The flexibility that Maintel has here means we are confident of meeting your commercial expectations.

Summary's are provided showing "Before vs. After" representing a customer's current spend versus the proposed new spend.

The Report

The culmination of the audit is the creation of the Maintel Insight Report. This report is the key deliverable for this project and will include the following:

- High level summary
- Zero usage connections
- Potential savings
- Recommendations and next steps

You're under no obligation to act on the recommendations of the report which we anticipate will give you a deeper understanding of your existing mobile usage and our observational evidence on how to reduce costs and manage usage more effectively.

Mobile Number	UK Data Usage (Mb)	UK Data Cost (£)	EU Data Usage (Mb)	EU Data Cost (£)	ROW Data Usage (Mb)	ROW Data Cost (£)
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	1947.91	0	39.89	0	0	0
07xxxxxxx	27368.73	452.39	0	0	0	0
07xxxxxxx	2142.22	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	1061.26	0	834.26	0	1074.37	0
07xxxxxxx	6325.62	0	0	0	0	0
07xxxxxxx	3009.41	0	0	0	0	0
07xxxxxxx	259.21	0	0	0	0	0
07xxxxxxx	11492.81	16.38	228.22	0	0	0
07xxxxxxx	452.82	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	434.8	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	12087.04	33.23	311.42	2.46	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	2038.87	0	37.75	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	4.64	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	1476.17	0	0	0	0	0
07xxxxxxx	0	0	0	0	0	0
07xxxxxxx	2174.65	0	0	0	0	0
07xxxxxxx	8113.57	0	0	0	432.27	0

Monthly Average				
Description	Current Tariff £PM	Maintel Proposal £PM	Saving	
Usage Charges	£ 981.43	£ 829.74	£ 151.69	
Line Rental	£ 4,800.93	£ 4,800.93	£ 4,800.93	
Grand Total	£ 5,782.36	£ 829.74	£ 4,952.62	
Annual Summary				
Description	Current Tariff £PA	Maintel Proposal £PA	Saving	
Usage Charges	£ 11,777.17	£ 9,956.84	£ 1,820.33	
Line Rental	£ 57,611.16	£ 57,611.16	£ 57,611.16	
Grand Total	£ 69,388.33	£ 9,956.84	£ 59,431.49	

		Quarterly Average		Monthly Average		Proposed	
Profile 1	Profile 2	Call Volume	Minutes Data (Gb)	Cost (£)	Call Volume	Minutes Data (Gb)	Cost (£)
QPRS	UK Data	3228.4	£ 5,524.07	1079	£ 1,841.36	0.00	£ -
	EU Data	381	£ 20.47	13	£ 6.85	0.00	£ -
	ROW Data	7.2	£ -	2	£ -	£ -	£ -
National	National Rate	191227	387161	£ -	63742	119064	£ -
	02 Mobile On-Net Call	0	0	£ -	0	0	£ -
	02 Mobile to 02 Mobile	223723	239070	£ -	75241	86307	£ -
	02 Mobile to Other Network Mobile	622620	464431	£ -	207540	154810	£ -
	Office to On-Net Call	0	0	£ -	0	0	£ -
	Office to Other Network Mobile	0	0	£ -	0	0	£ -
Fixed	Office to Other 02 Mobile	0	0	£ -	0	0	£ -
	Text Message (SMS)	56146	0	£ 16.80	18715	0	£ 5.97
	Non Geographic Number	1844	6240	£ 3,381.40	615	2080	£ 1,127.13
	Personal Number Calls	59	22	£ 28.93	20	7	£ 9.64
	Free Calls	91	251	£ -	30	84	£ -
	Non-emergency call	66	552	£ 7.92	22	184	£ 2.44
Messaging	07 Non mobile	0	0	£ -	0	0	£ -
	Director Enquiries	5	0	£ 2.10	2	0	£ 0.70
	02 Customer Care	4	4	£ -	1	1	£ -
	Premium Rate	1	0	£ 0.13	0	0	£ 0.04
	Traffic Alert Service	15	11	£ 5.95	5	4	£ 1.97
	Premium Text Information Service	1046	0	£ 1,728.61	349	0	£ 576.20
International	Multimedia Messaging (MMS)	137	0	£ 54.80	44	0	£ 18.27
	MMS	0	0	£ -	0	0	£ -
	International Text Message (SMS)	624	0	£ 89.40	208	0	£ 29.80
	Media Messages	0	0	£ -	0	0	£ -
	Roamed Messages	877	0	£ 11.20	292	0	£ 3.95
	UK To Other Country	1652	5714	£ 1,746.42	551	1905	£ 582.14
Voicemail	Roamed incoming	5480	3034	£ 45.88	1160	1011	£ 15.29
	Roamed Outgoing	31	57.65	£ 393.55	44	1914	£ 107.55
	UK Voicemail	5292	4316	£ -	1764	1438	£ -
	Roamed Voicemail	19	11	£ -	6	4	£ -

Why Maintel?

Maintel, as an independent supplier of mobile solutions, can provide connectivity for all major UK networks.

We work with you to remove the complexity created by a mobile workforce. We do this by helping organisations define, deploy and support the right mobility and flexible working strategy.

We will help mobilise your people, their workplace and their workflow enabling them to work as productively and securely on the move as they can in the office.

Our other services include:

Devices

We can help you find the right smartphones, tablets and dongles so you can work smarter, faster and more efficiently. We'll take the time to understand your needs and from our extensive range, make sure you get the ones that are best for your business.

Applications and Security

We can provide a large range of applications to secure your mobile devices and to support knowledge sharing and collaboration across your business.

Managed Service

Our service offering is unique and supports all your enterprise mobility management needs, integrated with a single, fully managed solution, delivered as a service. This managed mobility service is fully tailored to your needs with a selection of mix-and-match service modules that allow you to outsource certain tasks while keeping others in-house if required.

Standard features of our managed service include: on-boarding, device purchasing, device staging, device lifecycle management, inventory and connection management, managed telephone expense management (TEM), managed mobile device management (MDM), service desk and account management.



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