

CASE STUDY

CareTech consolidated all their mobile communications providers into a single Citycom solution and reduced their mobile spend by 27%.



CARETECH COMMUNITY SERVICES *"Building brighter futures."*

During the last 7 years, CareTech has acquired and added over 15 companies to its portfolio. Their data and voice spend was really high, and all those company acquisitions left them with an inaccurate asset register. With over 700 active phone lines it was becoming near impossible to sort out.

MEET CARETECH

With over 250 Services across the UK, Caretech Community Services is a national provider of support for people with complex and challenging behaviours associated with Autism, Learning Disabilities, Mental Health illness and neurological conditions. They support people to live as independently as possible within their own homes and also in residential care.



COMPANY OVERVIEW

- Folkestone, UK
- £123.3m Annual Revenue (2014)
- 3.500+ Employees
- Founded 1993

REMARKABLE FAQ'S

- 250 Healthcare Related Services
- Care Capacity
 - Adult Learning Disability (1,450)
 - Mental Health (150)
 - Foster Care (320)
 - Young People Residential (153)

TARGET MARKET

- Key Verticals: Hospitals & Healthcare

"We were lacking the visibility we needed to make the right decisions"

WAHID COLKAR, HEAD OF IT

THE PROBLEM

During the last 7 years, CareTech has acquired and added over 15 companies to its portfolio. Each acquired company was on contract with a different telecom vendor such as O2, Orange, EE, and Vodafone. Their data and voice spend was really high, and all those company acquisitions left them with an inaccurate asset register. With over 700 active phone lines it was becoming near impossible to sort out.

CareTech understood if they were going to cut costs they needed better account visibility. CareTech didn't have a mobile management specialist on it's IT team. And their telecom providers were more focused on getting them to renew their contracts instead of solving their problem. CareTech was looking for a way to consolidate their providers, reduce costs, and get the flexibility they needed to keep growing their company.

THE SOLUTION

For almost 6 months, CareTech evaluated provider solutions before selecting Citycom. Citycom's first task was to work with CareTech's IT team to conduct a comprehensive audit of its mobile communications providers. This included reconciling the asset register to determine the location and assignment of each line and device. The audit revealed approximately 200 lines which were not in use.

Within 3 weeks of the execution order, Citycom migrated all of CareTech's phones and data SIM cards into a Citycom bespoke tariff plan with Vodafone. Microsoft Office 365 gives CareTech team members cloud-based email and Skype for Business on every device. CareTech also opted for Citycom's Managed Services programme. This means they receive monthly account reviews, spend alerts, and device features.

In just the short time since the switch to Citycom, CareTech has reduced its mobile spend by 27%.



MANAGEMENT

- 1) Uniform/Standardised Platform
- 2) Reconciled Asset Register
- 3) Reduced mobile spend by 27%
- 4) Spend alerts notify management of abnormal usage patterns.

TEAM MEMBERS

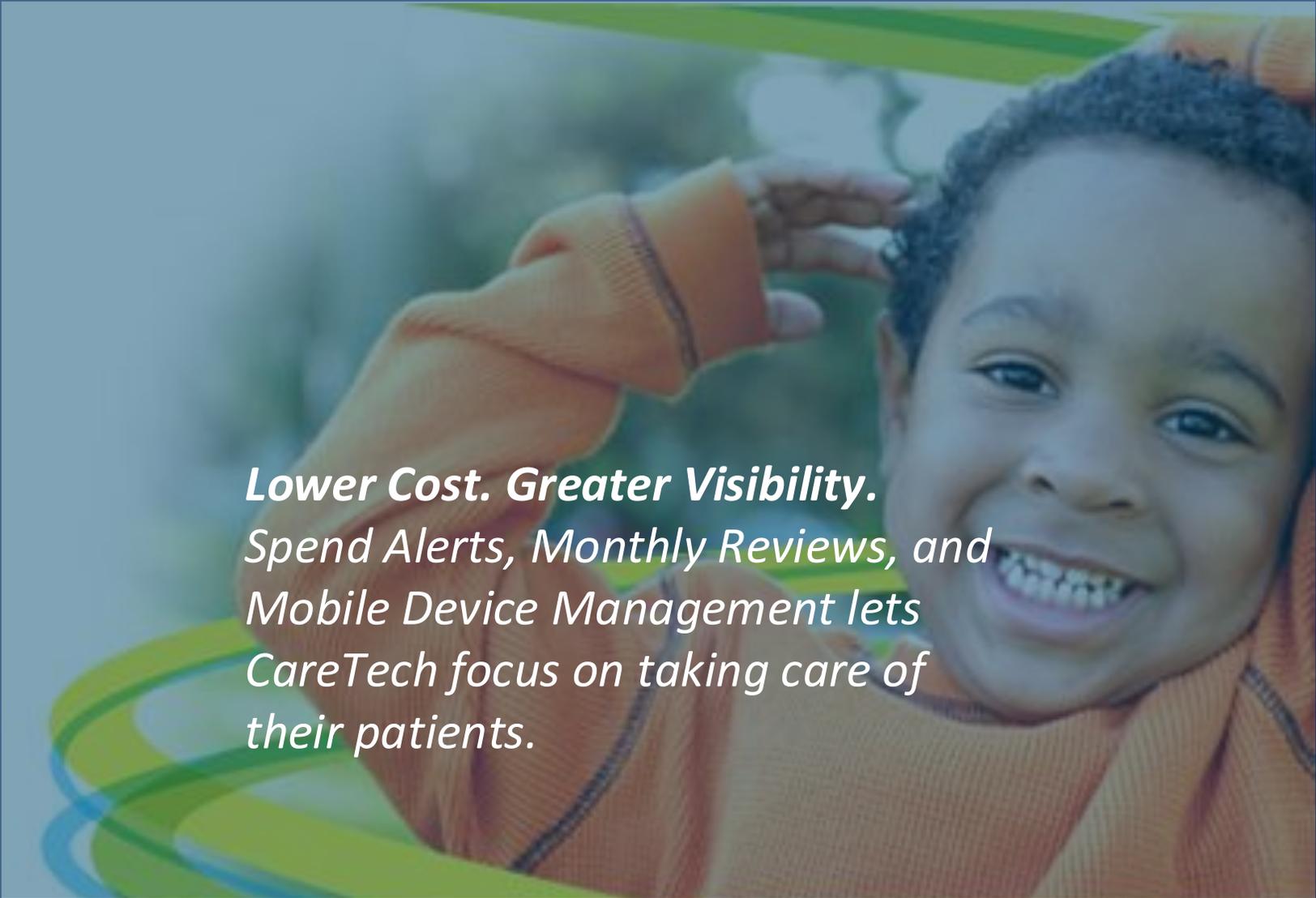
- 1) Now using smart phone technology
- 2) Improved network and device reliability
- 3) More feature options features like screen protection and device covers

“Citycom...brought us into the 21st Century.”

WAHID COLKAR, HEAD OF IT

THE RESULTS

- + Reduced Mobile Spend by 27%
- + Reconciled Asset Register
- + Mobile Device Management (MDM)



*Lower Cost. Greater Visibility.
Spend Alerts, Monthly Reviews, and
Mobile Device Management lets
CareTech focus on taking care of
their patients.*



ABOUT US

Citycom is a complete communications provider. We integrate the web with fixed line and mobile solutions. Headquartered in the heart of London, we have a global reach as do many of our customers. We offer a suite of products and services which we personalise to the evolving needs of businesses based in Central London.

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