



CASE STUDY

How Kaplan slashed their mobile roaming spend by 30% and implemented cost controls with Citycom's Managed Services.



KAPLAN INTERNATIONAL

“Building futures one success story at a time.”

Kaplan International was bleeding cash on international roaming charges. There were different tariffs for each country and no way to make sense of the billing statements. With a busy operation, the IT department was simply told to sign-off on the invoices.

MEET KAPLAN

Once a small test prep company, Kaplan has pioneered new territory in online higher education, K12 services and professional training with innovation and imagination. Today, Kaplan are a worldwide global market leader in professional training. Their proven track record, 70 years' experience, approach to learning and technical knowledge makes them a great partner for every business.



COMPANY OVERVIEW

- London, UK
- Over \$1 Billion Annual Revenue
- 21,000+ Employees
- Founded 1938

REMARKABLE FAQ'S

- Over 1 Million Students per Year
- Over 100 Online Courses
- 400 Locations Worldwide
- Operating in 25 Countries

TARGET MARKET

- Key Verticals: Healthcare, Nursing, Financial Services, Legal

“Our bills were very, very high.”

LOUISA PELMONT
CONTRACTS AND PROCUREMENT MANAGER

THE PROBLEM

Kaplan International was bleeding cash on international roaming charges. There were different tariffs for each country and no way to make sense of the billing statements. With a busy operation, the IT department was simply told to sign-off on the invoices. Each month this cycle repeated.

Kaplan retained an independent communication consultant with 25 years of industry experience. After an exhaustive 3 month study of the top vendors, Kaplan selected Citycom as their preferred provider.

Kaplan's employees all over the world. Their mobile charges were very, very high. In some countries, like Asia and Brazil, the mobile costs were off the charts. Managing a budget was impossible and charges were unpredictable from month to month.

SUMMARY

- High international roaming spend
- No cost controls
- No managed support
- Unhappy team members

THE SOLUTION

Once Citycom's Managed Services was selected, Kaplan's management found the conversion process to be surprisingly easy. Citycom's support team immediately went to work rebuilding user profiles for Kaplan's team members. In less than 2 weeks the entire Kaplan team, including its international employees, were completely migrated to Citycom.

Kaplan now had access to a dedicated account manager. As questions or issues arose, the support team would jump in to work out a solution and walk them through the resolution. Phone calls were immediately answered and responses to emails took seconds. Each month a Citycom account manager meets with Kaplan to review charges, tariffs, and look for ways to help keep costs under control.

The final result? Streamlined device and app deployment with IBM's MaaS360 Mobile Device Management System. With MaaS360 Kaplan has stronger security policies for passcodes, VPN, and data sharing. And productivity enhancements with mail and calendar updates and multitasking with better security.

Thanks to Citycom, mobile costs have been slashed 30% across all countries. Cost controls are in place, and their monthly bill is easy to explain and defend to management.



MANAGEMENT

- 1) Improved cost controls
- 2) 30% lower mobile bill
- 3) More predictable budgeting

TEAM MEMBERS

- 1) No need to defend monthly mobile charges
- 2) High call quality
- 3) Fast device replacement when lost or damaged

“Once Citycom was on the job they held my hand through the entire process..”

LOUISA PELMONT
CONTRACTS AND PROCUREMENT MANAGER

THE RESULTS

- + Fast Conversion and Migration
- + 30% Cost Savings on International Roaming
- + Better Cost Control and Reporting



*Fast conversion and migration.
Slashed international mobile charges by 30%.
Better cost controls.*



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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