

An Olive Customer Success Story:



Olive help Mace construct a compelling mobile communications contract

Challenge

In 2012, international consultancy and construction company Mace moved management of its mobile communications contract from facilities management to IT. The old arrangements were “transactional” according to IT Operations Director Alan Webb.

When he took over management of the 4,000 user contract, he didn't find it easy to understand what was driving costs. Mace employed an independent consultant to advise them, who recommended they engage with leading managed service provider, Olive Communications.



Approach

Mace's primary objectives were straightforward: a contract that wasn't over-complicated, billing arrangements that enabled manageability and accountability for teams and individual users, and lower costs.

Olive listened carefully to their requirements and put a bespoke package together. Firstly, they optimised all Mace's mobile telecoms tariffs across the very large user base, to ensure Mace were receiving best possible value. Secondly, they supplied Mace with its billing manager software (known as OBM) that, says Webb, is both simple and useful.

So useful that it soon highlighted the people who were running up large charges on the bill. The tool, along with other elements of the Olive package, such as free line rental, has enabled Mace to reduce its monthly bill by around 40% since July 2013 – and that's with 179 more staff working at the company.

Results

Managers have been able either to change staff behaviour to take account of what is and isn't possible within their contract or arrange more appropriate packages that don't incur unexpected charges.

At a broader level, Webb describes the Mace-Olive deal as an “open-book arrangement”, where both parties see what they are achieving through the contract.

This reflects his general approach to supply chain development; an approach that sees him working with Olive and others in benchmarking exercises that help all parties understand where they stand in the market place, and how they can improve in ways that add value throughout the supply chain.

The Mace-Olive relationship now operates at three levels; at the strategic level through quarterly review and consultancy meetings, via weekly account management sessions, and through daily contact with the Olive technical support team that deals with around 350 requests a month.



