

# Investment Management firm

– London based sustainable investment management firm.



*The London based investment management firm enjoyed SAVINGS OF **£92,300** though identifying historical billing errors, and improved tariff and bundle selection. The savings were made up of retrospective savings through a substantial refund as well as bigger discounts and increased handset fund for the new 24-month contract.*

## Challenges

The investment management firm had clear objectives for its contract renewal:

- Retain Vodafone as a network provider
- 20% of connections moved to a contract with MiFID regulation voice recording compliance
- Reduce tariff costs and the costs for international voice and roaming
- Identify excessive costs in old billing data and claim a refund

## Solution

A comprehensive review and analysis of two years of historical billing data and a contract renewal that delivered lower monthly costs and a significantly increased handset fund.

## Results

- **REFUND OF £24,911** through identification of historical billing errors
- Mobile phone costs **SAVINGS OF APPROXIMATELY £67,400** through improved tariff and bundle selection, and an increased handset fund
- Periodic review of the mobile account for further **OPTIMISATION** as a new post-implementation service

## Investment Manager

### Investment management firm's profile

The London based investment manager delivers superior investment performance by consistently taking a long-term view and fully integrating sustainable research within a rigorous framework of traditional financial analysis.

#### Investment Manager

Established in **2004**  
Offices: **UK & USA**  
Connections: **c.85**

### Mobile phone contract fit for international travel

Billmonitor carried out a comprehensive analysis of the invoices from the client's current mobile phone operator, Vodafone, with the view to identify the key usage parameters, including:

- Data / voice / text
- UK / Europe / International data and voice usage
- International calls and roaming
- Dormant lines
- Contract end dates

The analysis Billmonitor carried out also revealed that the investment manager had been incorrectly billed by Vodafone. Billmonitor's investigation revealed several billing errors, some of which dated back to the company's 2014 contract. Following a lengthy negotiation with Vodafone, Billmonitor secured a **TOTAL REFUND OF £24,911**, which was credited to the client in two tranches.

The mobile phone contract renewal process was split into two phases, as the client was keen to meet the MiFID requirements for mobile voice recording before the end of December 2017. The first phase involved about 20% of the total connections that required mobile voice recording, while the remaining connections were renewed in Q2 2018 once all connections were out of contract.

Instead of accepting the one-size fits all offer from Vodafone, whereby each connection would be given the same tariff and bundles at a reduced rate, Billmonitor tailored the tariff and bundle selection to ensure that those users that used a lot of data and those users that travelled received a higher data allowance and relevant roaming bundles.

This allowed Billmonitor to negotiate a bigger discount on the standard tariff and a significantly increased handset fund, resulting in **TOTAL SAVINGS OF APPROXIMATELY £67,400** over a standard 24-month contract period.

The investment management firm is now enjoying lower monthly cash payments, the contractually agreed tariffs and bundles are applied and the firm has a meaningful handset fund to finance further mobile purchases.