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Focus Help Unite To Operate a More Mobile Workforce

Unite is the union is Britain's biggest union with 1.42 million members in every type of workplace. Unite is a democratic and campaigning union fighting back for workers, it is taking trade unionism out to millions of unorganised workers, and standing up for equality for all.

Challenge

Unite had two mobile accounts in place on different networks, each with a different tariff arrangement, neither were cost effective. In addition, there was a mixture of handsets being used which were not designed to work with how the business need was developing. This resulted in increased running costs and a heavy failure rate of the original devices leading to a down turn in productivity, impacting on department budget.



“Focus have been integral to Unite in our transition to smart phone technology, which has allowed Unite to operate a more mobile workforce”.

Michael Turkson,
Finance



The Solution

Focus Group analysed the usage for both accounts and were able to secure a bespoke tariff that included enough shared minutes, texts and a suitable amount of data for each user, with added room for growth. Coupled with this, we also secured a discounted supply of the iPhones and processed the rollout of devices to users across the UK with minimal disruption. Several months after the rollout the client has been impressed with the cost savings, the account management and servicing of the account on a day to day basis.

The Results

Since forming the revised tariff offer and streamlining under one network, we have managed to reduce the combined monthly costs down by more than £10k a month. This has assisted in strengthening and securing a long term relationship and has also allowed us to provide additional value added services from the Focus portfolio of products.

