

Barts Cancer Institute

Leading public sector research centre

Internationally recognised cancer research centre uses mobile phone tariff experts to reform its contract and communications and optimise its mobile phone plan.



“It was important for us to find a truly independent advisor who would also be able to support the BCI throughout the switching process and **Billmonitor truly exceeded our expectations.**”

Jonathan Croft, Head of Research Computing

Challenges

Having previously used Billmonitor to achieve significant savings when switching from Vodafone to EE in 2015/16, BCI opted to use Billmonitor’s services once again to identify further savings alongside the following requirements:

- Significant flexibility in respect of international roaming and international calls
- Improved account management, including a review of historical bills and reporting
- Option to increase the number of connections when required
- The right balance between low monthly costs while still securing a meaningful handset fund

Solution

Billmonitor was able to secure attractive roaming options for BCI from at least two operators **THIS TIME**, achieving savings of 42% after previously achieving savings of 37% in 2015/16.

Results

- Total contract **SAVINGS of 42%** including a meaningful handset fund
- A detailed review of the handset fund account resulted in **ADDITIONAL CREDIT** which was used to purchase new handsets for research nurses and other staff
- **MONTHLY MONITORING and REPORTING** by Billmonitor to ensure that costs stay down

Barts Cancer Institute - profile

Centre of excellence for international research

Barts Cancer Institute (BCI), Queen Mary University of London, is one of the leading cancer institutes in the UK and, as part of the Cancer Research UK (CRUK) Barts Centre, is one of 13 CRUK Centres of Excellence and a key partner in the CRUK City of London Centre.

BCI researchers collaborate with scientists from around the world, including Europe, USA and Asia. The institute's academics attend and present at international conferences, which at times results in extensive roaming and international call charges. Alternatively, hospital staff and support teams have low call and data usage, therefore making it unattractive to use a standard tariff for all staff members.

BCI
Established in **2003**
Employees: **c.350**
Connections: **c.85**
Location: **London**
www.bci.qmul.ac.uk

Finding a tariff suitable for internationally active researchers

During the 2015/16 renewal, Billmonitor worked closely with BCI, focussing on:

- Reviewing the then mobile fleet, resulting in nearly 40% of the connections to be discontinued while consolidating different contracts including more expensive PAYG connections onto the new corporate contract
- Improving contract terms included roaming bundles, a new co-terminous clause and significant higher hardware fund credits for current and future connections

The result was a monthly cash cost reduction of 18% plus a sizeable hardware fund, resulting in total net contract savings of 37%.

Over the last two years BCI has added over 20 new connections, making the previous contract less efficient. At the same time, the mobile phone market has started to offer more flexible contract terms for educational and public sector organisations.

Billmonitor was able to build on the work done in 2015/16; in particular, the co-terminous clause was very useful when negotiating the latest renewal, achieving total contract savings of 42% by selecting flexible public sector tariffs including suitable international roaming bundles.

Billmonitor has also agreed with BCI to provide a monthly monitoring and reporting service to ensure that costs stay down, reducing the need for extensive renewal work in 2020.

Commenting on the BCI situation, Billmonitor Managing Director Klaus Henke said:

*"BCI already had a very good understanding of its mobile phone requirements and was very specific on its objectives, which changed from **'having a meaningful handset fund and lower costs'** in 2015/16 to **'minimising monthly cash costs'** this time round. The Billmonitor team adjusted the tariff and bundle structure to achieve just that, i.e. we nearly doubled the monthly cash savings at the cost of halving the handset fund, however, we actually managed to achieve overall savings of 42% of net contract costs."*