



Case study - Phone services and systems: SSP

Delivering business efficiencies and internal process improvements to multi-site retailer

About SSP

SSP has a 60 year heritage in the food, beverage and travel industry and is the world's largest airport and rail travel concession operator, owning and franchising over 40 well-known brands.

Employing over 15,000 staff, SSP operates in over 30 countries worldwide. In the United Kingdom the company spans the nation from Glasgow to Guernsey, serving customers through more than 580 units in over 150 travel locations in airports, railways stations and shopping centres.

The challenge

SSP wanted to appoint a single fixed line telecoms provider for its UK business. They needed all of their communications based with one supplier so they could effectively cost manage their communications and internal management processes.

After an exhaustive bidding process, and against strong competition, SSP selected Gamma Business Communications as its chosen provider.

“ To improve our efficiency and internal management processes we wanted one fixed line telecoms for our UK business.

We are pleased with the choice we have made in Gamma Business Communications and every contact we've had to date has been positive. ”

Harvey Marston, head of vendor management, SSP.





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The solution

Gamma Business Communications began the process of transferring SSP's 2800 lines onto one easy-to-manage billing account. These are mainly lines for food service outlets with free outgoing call barring on premium and international calls.

We appointed a dedicated account manager, who liaises with SSP on lines transfers and reports from live systems. SSP can monitor which lines are with Gamma and which are still being billed by previous providers.

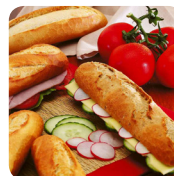
The majority of the lines are being provisioned under Wholesale Line Rental 3 (WLR3). This enables us to more efficiently pre-qualify orders, transfer and provision lines and deal with any engineering issues.

Our account manager placed all the lines into individual cost centres so SSP could easily manage sites. The SSP finance team receive monthly reports summarising lines and costs by cost centre and facilitating financial control. In addition, SSP management can see precisely where the line is, with a line description specified by the customer.

This information has enabled SSP to review the lines and services on bills from all their telecoms providers and each site's usage. Consequently lines have since been ceased with all their telecoms providers, as they were excess to SSP requirements.

Benefits

- Savings of 38% a month against previous supplier bills.
- Faster, smoother installation for new lines and transfers.
- Customer service wrap provides single point of contact, online billing, management reports and comprehensive project management and consultative support.
- Direct online access to call routing via Gamma network.
- Our CarbonNeutral® accreditation provides 'Green' calls.



CarbonNeutral.com

