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Square One
.Network

CUSTOMER SUCCESS STORY



Square One overcomes mobile challenges, optimises costs and enhances operational efficiency for global service providers Aramark

Client Background

Aramark is a global food service and facilities services provider catering to diverse industries such as education, prisons, defence, healthcare, business and leisure. Customers include Alton Towers, Chessington World of Adventures, Legoland, Warner Bros and the Ministry of Defence. They also provide offshore workplaces with the best possible food and living arrangements so employees can perform their day-to-day responsibilities productively and efficiently. This requires a range of mobile access for staff and devices such as 4G routers, throughout the UK, NI and beyond.

Technology Challenges

Aramark faced challenges managing a large estate of in excess of 2000 mobile SIMs, devices and 4G routers spread across different locations, serviced by multiple providers, Vodafone and EE. Managing two suppliers meant dealing with separate invoices and fluctuating costs, with little to no proactive support or consistent account management. One of the providers was constantly billing significant amounts extra each month, for out of contract usage and could not explain why. This lack of transparency in billing and ineffective communication prompted Aramark to seek a more efficient solution.

Discovering Square One

Aramark's Technology Strategy Director, Christopher Thompson explained that Three Ireland had recommended Square One Network as an alternative provider and that they could quickly see a difference in the service provided. Even prior to switching to Square One, their account manager was quickly able to explain the Vodafone billing and identify where the additional costs were being incurred each month. This set a positive tone for the relationship going forwards and the Vodafone connections were quickly transferred to Square One as Aramark were still in contract with EE.

“ *The account management and support from Square One is second to none, a massive improvement..* ”

Christopher Thompson,
Technology Strategy Director, Aramark



The No. 1 for fixed and mobile business communications

Seamlessly Switching to Square One

Technology Strategy Director Christopher described how switching the Vodafone connections to Square One had been pain free and how their account manager had helped them with usage reports to identify SIMs that were no longer in use or had been moved to another device.

Square One were able to optimise mobile plans and provide advice on which devices would meet the specific operational needs of their staff, something they had not been offered by either existing provider.

Ongoing Support

Asked about the ongoing support from Square One, Christopher explained that the account management and support from the rest of the team were second to none. Each month their account manager provides them with recommendations for the following month based on usage reports, helping them avoid out of contract charges and minimising any unnecessary costs.

Square One monitors the Aramark account and alerts them to any unusual spikes in spending, which exceed an agreed threshold, which can occur as staff travel or make calls to unusual destinations, again reduces excess charges.

Christopher shared that there were some concerns from one of their managers responsible for Aramark mobiles on offshore oil rigs, about losing self-administration capabilities but managers were quickly reassured by Square One's swift responses and personalised assistance.

The Result

By consolidating services with Square One, Aramark gained access to all major networks through a single invoice and single provider, enhancing flexibility and efficiency. Cost savings were achieved through optimised plans and proactive account management, leading to streamlined administration and improved overall mobile operations.

Moreover, Aramark gained a trusted partner who can provide open, network agnostic advice and recommendations for connectivity, plans and devices, which can include the use of maritime data. Christopher described the account management as "a massive improvement with far less administration after each bill".

The Relationship

When Aramark were nearing the end of their contract with EE, they went to market with an RFP for the remaining 600-700 connections and despite a very competitive quote directly from one of the major network providers, decided the relationship they had with Square One Network and the proactive account management that they had benefited from, was worth more than any apparent short term cost saving.

A Trusted Partnership

The proactive support and personalised service offered by Square One Network not only addressed immediate concerns but also laid the foundation for a long-term, trusted partnership.

