

Customer Success



Industry

Travel/Hospitality/Airline, Canada

Company Size

2,000 plus employees

Type of Solution

Wireless

Challenge

This large integrated travel company was approached by another Carrier stating that they could significantly reduce their roaming spend. The company was seriously considering moving a number of users to an alternate carrier but needed to quantify and verify potential savings. The Client needed to analyze 12 months of detailed data in order to understand the difference between both Carriers and needed the result within days.

Solution

STT used their Mobile Analytics Engine, MethodiCall and their significant domain expertise to analyze and display 12 months of detailed voice and data usage for the roaming countries. The STT solution was able to identify the country, the number of days spent plus the usage and hard cost for each subscriber. This was turned around the next business day! The competitive carrier had the better offer!

"Without STT's support, this task would have taken weeks. STT simply has the tools and the ability that we needed."

"We were able to quantify savings and use this to our advantage during negotiations."

Results

- *Using STT analytics, the Client was able to get their existing supplier to match the rates.*
- *Client avoided disruption risk by maintaining the existing supplier*
- *Roaming expense decreased by 20%*