

# Ingeus



“If I don’t have trust, they’re a supplier, but if I trust them, they’re a partner.” Those were the words of Alan Crawford, Ingeus Chief Digital & Information Officer, when discussing the company’s relationship with Intercity. Ingeus Limited is a British-based, Australian provider of employment and health programmes, services for young people, training and skills support, Labour hire and probation services. After a recent acquisition, Ingeus became a global team of over 2,700 people working in 10 countries.

### The Challenge

As is often the case with acquisitions, Ingeus were faced with the dilemma of having two mobile phone suppliers – an existing relationship with Intercity, and another organisation. Ingeus had voiced their concerns about this other supplier, citing issues with excess data charges, poor account management, varied contract end dates and lack of bill control.

Cost effectiveness was also a consideration – especially in the wake of an acquisition – and was something the incumbent was struggling to rationalise. Due to the nature of Ingeus’s work, scalability was also a struggle – with few contracts having the flexibility to scale up and down as required.

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### The Solution

After taking part in a rigorous procurement exercise, the decision was made to consolidate all of Ingeus’s mobile services to Intercity Technology. When talking about the decision to partner with Intercity, Ingeus Chief Digital & Information Officer said that our highly competitive commercials along with the innovative customer portal and bespoke terms were key factors.

We transferred over 800 connections from the incumbent, to Intercity – with the Intercity Account Manager providing an innovative solution to Ingeus. We went on to utilise many of the existing SIM cards – negating the need for additional purchases – and it was this transparency that was cited as one of the many examples of our trusted partner relationship.

To ensure a business of this size has full transparency over their account, Ingeus use our innovative customer portal - giving them complete visibility over their entire mobile estate, with the flexibility to make changes to any of their devices. Paired with weekly service review calls and monthly account reviews, we ensure that Ingeus are always making the most of their business mobiles.

### The Business Benefits

The most obvious benefit to Ingeus were the cost savings they enjoyed by partnering with Intercity. An audit of their mobile estate illustrated that the business had too many connections. This was rationalised, ensuring further cost savings.

Ingeus has also hit some of their biggest achievements in the past two years – something they partly attribute to their well-managed technology estate. Ingeus also made it clear that we have supported their business growth – thanks to, in no small part, the excellent Account Management from the team. This was referenced significantly, with Alan Crawford, Ingeus Chief Digital & Information Officer stating that he actually looks forward to his reviews with his Account Manager!

When asked if he would recommend Intercity, Ingeus CDIO had this to say: “I would happily recommend Intercity to anybody for both mobiles and an IT solution. Intercity are a really good fit for our company size. It pays to work with a similar size organisation to get that personal Account Management, as often with larger telecommunications companies, you can just become a ticket. Intercity have the flexibility we strive for as a business, they fit the right size solution for the customer, they offer efficient solutions for our fast-paced organisation and they support the growth of our business.”

Intercity is the ideal technology partner to enable organisations like yours to flourish securely in the new age of working from anywhere. We enable businesses and people to be productive anywhere, anytime, regardless of device, communications or technology. Connecting and securing from device to the cloud. To learn how you can Do More with Intercity, please visit our website. To learn more about Ingeus, and some of the fantastic work they’re doing, please click here.

## Business Benefits

The key benefits of this project are:

- 1 Significant cost savings
- 2 Efficient and personable account management
- 3 Flexible solutions
- 4 Business growth attributed to Intercity's support

### About Intercity Technology

Intercity Technology help you transform business performance through communications technology. By connecting and securing your communications technology to work seamlessly together, we help you communicate more effectively, making it as easy for your team to work from your office, as it is from home or attending a conference on the other side of the world. Supported by resilient technology and utilising our expertise of enterprise mobility solutions, we can create competitive advantage for your business.