



● Bespoke mobile bundles improving cost efficiencies ●

The Background

DST Global Solutions is a leading provider of technology and data management solutions to some of the world's top financial institutions, utilities and communications companies.

With more than 25 years' experience, the company offers its extensive client base investment management software solutions, customer management solutions and other related services in order to give them that winning edge.

The Challenge

Prior to contacting Daisy, DST Global Solutions' employees were operating on individual mobile pay-per-month tariffs, which were supplied by another network provider. However, this system of operating was proving not only to be difficult to manage, but it was also very costly.

Therefore, the main objective for Daisy was to help streamline the company's mobile capabilities in order to reduce the chance of bill shock. With a global client base, the company also encountered significant international data usage charges when abroad, which needed to be controlled in a more cost effective manner.

The Solution

Following an assessment of DST Global Solutions' requirements, Daisy was able to create bespoke mobile bundles which were designed specifically around the business' data usage profiles, both abroad and within the UK.

The bundles were recommended in order for the company to control their overseas business charges – including data usage and minutes at account level.

The packages created also looked to save on the business' mobile costs abroad with the idea of Daisy control.



The Result

In comparison to the mobile package DST Global Solutions previously had with another network provider, Daisy's emphasis on a bespoke bundle has helped the business in two key ways. While the main objective was to improve the manageability of the company's mobile costs, Daisy has also been able to offer more effective packages in order to make cost savings.

Rachel Thomas, DST Global Solutions' Facilities Manager, said: "Daisy worked incredibly hard to make sure that the right package for DST was put together. As a global company with significant business focus in the US, Europe, Asia and Africa, it was important that all our requirements were addressed, including making significant cost savings on our key areas of spend; data roaming, international roaming and inter-company calls. DST Global Solutions is a client-centric company and effective and efficient communications are key"

Despite a challenging porting process, DST was also able to benefit from Daisy's exceptional customer service skills.

Rachel continues: "Daisy's porting team were fantastic. Having a single point of contact who was completely dedicated to DST for the entire month of porting, and someone who really cared about making it as painless as possible, was absolutely brilliant."

Describing the overall process, Rachel added: "All in all, the transition has been pretty seamless. We have an excellent account management structure in place now so issues are dealt with quickly and efficiently and have a far more personal service than we've ever had dealing directly with the network provider."

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We would love to tell your story to our 40,000 monthly website visitors.

If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at pressoffice@daisygroup.com with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business' website.

