

Case Study – Radisson Hotel UK Group



Back Ground

Radisson Hotel Group is a leading hospitality company serving as a true host and best partner to guests, owners, business partners and talent. Their eight unique hotel brands offer award-winning and exceptional hotel experiences, originating from a strong Scandinavian heritage of design and innovation. Their brands embody a modern vision of hospitality, including authentic local tastes, stylish living design, unique locations and vibrant social scenes.

Radisson Hotel Group brings a refreshed commitment to hospitality leadership to meet the changing travel industry and the bespoke needs of guests. They provide exceptional service in all of their hotels across the globe and strive to deliver a hospitality experience that is beyond guest expectations.



James Holdsworth - IT Area Director for the Group and Jon Ruffle, Director at SCTMobile, met in 2017 to review their mobile and fixed telecoms estate.

Their overall telecoms spend was increasing rapidly especially the mobiles and Radisson really needed a company that would accurately assess the usage and spend and recommend a cost-effective solution moving forward.

Radisson also needed a supplier to be able to manage both their mobile telecoms but also their vast fixed line estate covering over 30 hotels across the UK including installing replacement ISDN 30 circuits across some hotels.

Solution

After an initial meeting SCT firstly put together a detailed review of usage and spend over the last 12 - 24 months breaking down exact usage on text, mins, data, roaming, international and fixed line costs. But rather than asking the networks what they would recommend SCT suggested the best solution based on their review of the clients existing usage and spend i.e. offering a bespoke solution to Radisson suited to their usage rather than a “off the peg” tariff.

SCT then put together a bespoke contact procedure for Radisson staff to deal direct with SCT for all day to day requests such as new connections, sim changes, data bundle changes, IT and technical queries, loan /repair requests, equipment orders. SCT set up bespoke contact details to get straight through to their account manager and /or the IT / telecoms manager depending. This also meant that SCT could prioritise and deal with the s requests as efficiently as possible.



SCT presented a proposal to Radisson going in to fine detail of projected usage and spend, projected savings, account procedures, cashback / equipment fund and overall benefits of solutions to include

- 1) Detailed concise tariff options with projected savings between 25-30 % on overall spend.
- 2) Detailed procedure for account management set up covering mobiles and fixed estate with monthly and quarterly usage and spend reporting /analysis.

Radisson agree to accept the proposal based on SCT taking over the supply and management of all their mobile and fixed telecoms estate after a careful review process.

“Radisson Hotel Group with our ever-increasing business and telecoms costs needed a pro-active partner to manage our estate. SCT not only offered us a cost-effective package across both our mobile and fixed line services but have also pro- actively reviewed the usage and spend monthly to make sure that it stays that way. The account management service has been very good with any request or queries dealt with quickly and effectively from all departments. Jon Ruffle and the team at SCT have been a pleasure to deal with and would highly recommend their services.”

James Holdsworth – Area IT Director – Radisson Hotel Group