



Case Study

Journey Group is a leading provider of in-flight products, catering and cabin management services to the airline and travel industry.

Journey Group plc was established in 2004 (then named Watermark Group plc) by the joining of two very distinctive and innovative companies - Watermark Limited and Air Fayre Limited.

The Group's operations are organised into the following divisions:

The US division through the Airfayre brand provides in-flight catering to the international and domestic airline industry in the USA through its patent protected supply chain model.

The Products division has two brands:

Watermark Products supplies in-flight products primarily to the international airline industry on a global basis and also provides a managed product supply of audio headsets (new and recycled) and amenity kits.

MNH provides specialist supply chain solutions to the travel sector for headsets, amenity kits and laundry. These provide financial savings through controlled usage and leakage management as well as offering airline partners a unique asset free pricing model.

The Importance of Support

One of Journey Group's key priorities was to maximise productivity of the remote working teams and provide an enhanced level of support to all users of connected devices. One of the key elements of this was to achieve a fast response for the end users.

By opening up direct support to end users from the Trinity Maxwell support team, Journey Group gave all their remote users a reliable and fast resolution path and all queries were logged on the monthly service report allowing trend tracking and training sessions to be tailored to address recurring challenges.



The Importance of Cost Management

In order to help control and reduce expenditure, Journey Group were looking for a provider that could undertake regular audits of their tariffs and assets, to negate higher than necessary mobile and data costs that were being incurred with their incumbent provider. Within the first 3 months Trinity Maxwell had reduced the out of bundle charges by over 68%, reducing the total spend by 46% across the mobile estate.

“Trinity Maxwell made the process of change very easy, we had onsite support for the transition so that users got to grips with their new handsets very easily. The analysis that Trinity Maxwell completed allowed for significant cost reductions whilst deploying new services, such as tablets, to end users. Previously we had dealt with the network direct who supported us by telephone and didn't really understand the changes that were happening in our business. I know our Account Manager and our Billing Manager, they really understand our business. So when it comes to them recommending new tariffs or add ons that suit us, they give us the data to support their view and spend the time to ensure we understand how the changes benefit us.” Alison Whittenbury (Financial Director, Watermark Products Division, Journey Group plc)

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www.trinitymaxwell.com

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THE ANSWER IS YES