



## Case Study

Marston Group are the largest privately owned specialist UK company, operating in the field of civil and High Court Enforcement.

Owned by it's Directors, who have 140 years combined experience, Marston Group is the only agency that can assist you in every step of your recovery, from amicable recovery to enforcement. Marston Group provides an ethical and professional approach for clients seeking effective, firm and fair recovery solutions across all enforcement disciplines.

Marston Group has achieved a series of accreditations to demonstrate its dedication to providing a first-class service to all stakeholders.

### The Importance of Service

One of Marston Group's key priorities was getting more "visibility" of their communications estate. With an ever growing fleet of mobile devices, a broad range of PDA's and employees moving department, they were keen to find a solution to mitigate unnecessary pressure on their IT resource.

Marston 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.

### The Challenge

Marston Group were operating 581 mobile devices including over 300 PDA's.

The challenges of operating such a large mobile workforce meant that world class account management was a must have, to ensure they could continue to improve their internal processes. Cost management is a priority for any business and Marston Group were committed to driving unnecessary cost out of their business.



Marston Group were keen to move away from paper billing to ensure accurate assignment of users to the correct cost centre for internal billing purposes, as well as reducing the environmental impact.

### The Solution

"Managed Support" from Trinity Maxwell delivered many tangible benefits;

- Complete audit of mobile user fleet.

- Updated Asset Register with complete user details.
- Implementation of online bill management to replace paper and create new cost centre hierarchy.
- Provision of bespoke management reports detailing costs and usage per user and cost centre.
- Created a company mobile phone policy.
- Created a 'mobile starters and leavers' pack to ensure the smooth set up of devices for joiners and ensure the return of leavers devices
- Trinity Maxwell now provide 1<sup>st</sup> line support
- Mobile fleet audit identified significant zero usage connections allowing Marston Group to make significant monthly cost savings.

**"Trinity Maxwell understood and addressed ALL of our needs, what we do means that fast and efficient communications are the bedrock of our organisation. We chose Trinity Maxwell because the hard work they do behind the scenes makes the administration and control of our account incredibly slick. They always deliver what they say they will deliver."** Daren Simcox (Executive Director, Marston Group)

**To find out more about our services go to:**

**[www.trinitymaxwell.com](http://www.trinitymaxwell.com)**

**Or call us on 020 3137 8450**

**trinitymaxwell**   
THE ANSWER IS YES