

The NATS logo is displayed in a white rounded rectangle in the top left corner. The background of the entire page is a dimly lit air traffic control room with multiple computer monitors showing flight data and a large blue airplane visible through the window.

NATS

CUSTOMER STORY

Truphone's unique communications network helps NATS win more business.

"The best thing about Truphone is that you're talking to the same people each time, so you are building up a relationship and you trust them to deliver an excellent service."

Chris Leeds

Information Solutions Manager, NATS.

TRUPHONE





Ensuring the safety of aircraft flying in the UK leaves no room for error, so NATS expects the highest quality of performance from all of its suppliers. As NATS expands and competes for contracts in new markets, they need a reliable and cost effective solution that makes it easier to win business abroad. Truphone's global network has given NATS. an extra edge, and offered savings of nearly 70% on their roaming costs.

About NATS

NATS is a world leading provider of air traffic control services, managing 7000 flights per day in the UK alone. Being responsible for the safety of 2 million flights and 250 million passengers annually, safety is paramount to everything NATS does.

NATS business continues to expand

As well as in the US, NATS is also looking at new business opportunities in the EU, Middle East and APAC regions. With Truphone, ordinary hindrances to communication in target markets have been removed, and having local numbers gives them a presence in key countries like Hong Kong, Australia, and the United States.

The Truphone solution

NATS saves nearly 70% per month in international roaming costs compared to their previous network provider and the equivalent of £268 per device each month for US based staff. Importantly, having US mobile numbers gave them a foothold in a key target market.

2.4 MILLION

Flights responsible

70%

Roaming costs saved per month

£268

Per device each month



TRUPHONE BENEFITS



Great customer service

Truphone's 24hr customer support means help is always at hand to deal with any issues wherever users travel, including a quick turn around in India where a SIM arrived faster than the user could even get there.



Cost savings

"Substantial savings, of nearly 70% per month on mobile roaming costs makes a big impact on the way NATS team members communicate with each other." Chris Leeds, NATS



A local presence


The ability to have a UK and multiple international numbers on the same Truphone SIM means NATS is able to maintain a local presence in several countries. This ensures ease in communications with a range of customers as well as keeping their international sales force connected.



Reliability & Efficiency

For NATS reliability is important. With Truphone this is never an issue, allowing users to do business seamlessly across multiple markets. The process to change over was also 'very simple and efficient' with Truphone SIMs being quickly distributed to their teams.

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 truphone.com