



One of the world's largest Tier 1 banks chose Truphone for both international mobility and compliance.

Our client is a multinational banking and financial services corporation headquartered in New York. Generating over \$75 billion in revenue, the company employs over 200,000 employees worldwide. They needed a global mobility solution that addressed the high cost and unpredictable nature of their mobile telephony, as well as a mobile recording solution for compliance.

Banking business challenge

As a global banking and financial services institution, the business was cognizant of the volatility of mobile costs as a result of the migration away from traditional Blackberry to data-hungry smartphones. The company was also concerned with the complexity of managing multiple regional mobile vendors and the reduced service levels their top executives experienced while conducting business internationally.

The organisation also needed a supplier who could address its mobile recording compliance requirements across four continents.

The Truphone solution

Truphone was able to provide a global shared bundle of SMS, minutes and data under one global MSA and one global service architecture to 1,000 of their most senior executives. The solution significantly reduced their cost of doing business while simultaneously improving service quality and bill predictability. The client also felt that Truphone was built for global finance by providing a one stop shop for international mobility as evidenced by its unique global service and a forward-thinking strategy that addressed challenges such as handset migration, BYOD and security.

Truphone also addressed their mobile compliance requirements through the implementation of its world leading voice and SMS recording product.

Truphone delivered cost savings of over 50% on international mobility.

Selecting Truphone delivered:

- Cost savings of over 50% on international mobility
- One global MSA
- One shared global bundle and bill
- Significantly improved predictability of expenditure
- Heightened user experience
- Improved customer service
- Seamless in-network recording and storage of all voice and SMS

Truphone benefits

International mobility

Truphone provided an unrivalled international mobility solution with plans that include a 66 countries in one global bundle, plus the largest shareable data packages on the market. Truphone also provided up to eight international numbers on a single SIM, which enhances productivity and brings organisations closer to their customers.

Cost predictability

With shared global plans, costs are predictable, month on month.

Seamless recording experience

Truphone provides in-network mobile recording with zero impact to user experience. Calls and SMS can be stored in Truphone's secure global cloud or delivered to the bank's existing NICE or Verint fixed line recording infrastructure.

Great customer service

Truphone was able to work with the client to tailor a support desk model with rapid escalation to core network and regional service teams. No IVR, no waiting.

Want to know more? Get in touch.

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