

Smarter mobile management for a global law firm



For a global law firm with offices across six continents and 26 countries, mobile connectivity is essential to daily work.

Employees rely on their devices to communicate with clients and collaborate with colleagues when travelling.

After the firm merged with another legal organisation, we helped them:

- Combine two mobile estates
- Save over £100,000 by removing unused connections
- Provide reliable connectivity for employees on the move
- Deliver usage insights to improve cost control

The connectivity challenge after a merger

When the merger happened, the mobile estate quickly became more complex. Two companies meant different tariffs, data allowances and usage patterns.

The IT team needed to consolidate both estates into one manageable environment. Working closely with us and our partner Nuvoli, they began bringing the estates together and simplifying how mobile services were managed.



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Bringing together two mobile phone estates presents significant challenges with various data packages and tariffs between the firms.

IT Service Manager
global law firm

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Turning unused devices into real savings

Once both estates were combined, another issue became clear: some devices were simply not being used.

- Phones might sit in drawers for months
- Some belonged to employees who had left
- Others were inactive due to maternity leave

Without clear insight into usage, these connections were generating unnecessary costs.

Working with Nuvoli, the IT team analysed usage data across the estate and identified devices with no activity. This allowed them to review contracts, remove unused connections and improve cost control.

The process helped the organisation gain better visibility across the estate and eliminate wasted spend.

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Quite a lot of people left after the two businesses came together. It was a case of making sure the devices were returned and removed from the estate.

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Richard Stead

Business Development Manager, Virgin
Media O₂ Business



Reliable connectivity wherever lawyers work

Legal professionals are often on the move. They might be travelling internationally, meeting clients or working between offices. Wherever they are, their devices need to perform reliably. If a phone can't connect when it's needed most, productivity suffers.

Ensuring lawyers have dependable mobile connectivity across locations was therefore key priority for the firm.

We worked with the firm to ensure it had the right tariffs and connectivity going forwards to ensure staff could continue working productively wherever their role takes them.

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From an end user perspective, the key thing is reliability and performance. They need to know they can turn their phone on anywhere, be that in the UK, client offices in Europe or the rest of the world.

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IT Service Manager
Global law firm



Turning data into better mobile management

Managing thousands of devices requires ongoing visibility. Without insight into usage patterns, organisations can struggle to understand how their teams are using mobile services.

Through monthly reporting from our partner, Nuvoli, the firm's IT team now has clearer visibility into roaming, data usage and cost trends.

This insight helps them:

- Manage the estate more effectively
- Adjust services as needs change
- Keep the mobile estate efficient and aligned with how employees work

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Nuvoli now provides the firm with monthly reporting and insights around usage – where and how much people are roaming and what's driving changes in data usage.

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Yasmin Abell

Customer Success Manager,
Virgin Media O₂ Business

Making an impact

- £100,000 saved annually by removing unused devices
- 2,000 mobile connections now managed efficiently
- One consolidated mobile estate following a merger

Could your mobile estate be working harder for you?

Large organisations often manage hundreds or thousands of mobile connections. Over time, growth, mergers and staff changes can make things harder to manage.

If you want clearer visibility of your mobile estate, better cost control or more reliable connectivity for teams on the move, we can help.

Call us on **0808 239 6550** for a chat about your mobile strategy.

And explore our [business mobile solutions](#).