



COMPLEX NEEDS, SIMPLE SOLUTIONS

A Garnell Case Study

About University of Greenwich

University of Greenwich has three campuses in London and Kent. These are located at Greenwich, in the grounds of the Old Royal Naval College, and in Avery Hill and Medway. The university offers more than 1,200 postgraduate and degree programmes and is the academic home to more than 21,000 students.

Feedback

If I could only choose one word to describe Garnell it would be “communication”. Over the years that I have had a working relationship with Garnell this characteristic has shone through in all my dealings with them.

- Trevor Hamm, Budget and Planning Executive

info@garnell.com
+44 (0) 1707 321 100
Garnell Corporate Communications





UNIVERSITY
of
GREENWICH

- One account manager
- One supplier
- One contact

Services provided by Garnell

Purchase Order System

Garnell implemented a system to flexibly work alongside **University of Greenwich's own internal purchase order system**. This enables the university to easily generate PO's for all orders and have them processed with **as little manual involvement as possible**.

Simplified Account Management

With a large amount of numbers on the account **Garnell takes the management strain off the university** whilst allowing the authorised contacts to still maintain control over changes made. Recent changes at the university have resulted in more foreign travel taking place and Garnell has ensured that bespoke roaming tariffs are added for the necessary users. Running a large fleet of mobile telecoms and mobile data devices can be extremely time consuming and stressful, **Garnell take the pressure off the university and even integrate with their systems**.

Ongoing Savings

Garnell has now been managing the University of Greenwich account for nearly 6 years. On their latest contract Garnell forecast **savings of over £23k over a 2 year period** based on their current usage.





Equipment Credit

By providing the university with an equipment credit fund they are able to **order products and devices as and when they are needed** rather than as a bulk order for predicted use. Using the credit the university doesn't get left with unwanted / unnecessary devices. **The process is completely hassle free!**

Suitable Tariff Application

Garnell applied shared data to the university's account to make sure that **users do not go over data allowances and incur unnecessary charges.** By reviewing the account Garnell added the appropriate amount of data for the account as a whole. On top of this by looking at individual users needs Garnell also added specific bolt-ons such as non-geographic and international bundles for users where needed. This is then reviewed on a quarterly basis ensuring that the most competitive tariffs available are always being applied to the account.



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