

Case Study: Sanderson Weatherall

Sanderson Weatherall is a national firm of chartered surveyors and property consultants with offices in Leeds, London, Newcastle, Manchester and Teesside. With over 260 staff, including almost 170 surveyors and valuers, they provide a multi-disciplined service to both the public and private sector on a national level. Sanderson Weatherall offers a level of service and expertise that keeps the firm, and its clients, ahead of the market.

Their expertise and success were recognised at the 2008 Estates Gazette Awards, when they were awarded Property Adviser of the Year in the North. They have also been awarded Property Adviser of the Year for the North East & Yorkshire at the 2005, 2006, 2007 and 2009 EG award ceremonies.

Reasons for Wireless Expense Manager

Adrian Rich, Head of IT at Sanderson Weatherall, recalls there were three main drivers for moving to WEM:

- The problems of administering a growing fleet
- Bill reconciliation: how to know if the bill is correct?
- The visibility of bills that WEM confers

Why ttMobiles?

In selecting ttMobiles, Rich cited the range of services, the flexibility of ttMobiles' response, and the ability to create a customised export file for Sanderson Weatherall's accounts system. In addition, ttMobiles' solution helps eliminate the support burden, unlike a software-only product, where the onus is on the client to provide the expertise and to do all the work.

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Wireless Expense Manager in practice

Following an audit of the mobile database, WEM was implemented, going live in October 2007. Users are required to verify their calls, with the ttMobiles' help desk phoning to chase up those who haven't done this by the monthly cutoff date.

The system produces management reports on:

- Peak, off-peak and weekend usage
- GPRS usage
- SMS usage
- Average spend per user
- Premium rate calls as well an internal recharge report.

Sanderson Weatherall's experience has been that WEM is easy to use, and that the reports provide exactly what is wanted. The processing of adds, moves and changes on the database and the support provided by ttMobiles' help desk has greatly eased the operational burden of managing mobile phones. Rich says that Sanderson Weatherall would struggle to bring the service back in-house.

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Adrian Rich, Sanderson Weatherall