

CUSTOMER: K2 Corporate Mobility

INDUSTRY: Relocation Services

LOCATION: Pittsburgh, PA

ORGANIZATION SIZE: 15 employees

Global Relocation Company Regains Control over International Mobility Costs with T-Mobile



“In the first seven months with T-Mobile, we saved over \$10,000 and experienced seamless service in terms of global connectivity. Whether our employees are in North America or abroad, call quality and data connectivity has been great.”

— Matthew Grubbs, Vice President, K2 North America

With T-Mobile, K2 was able to **save money** with International Talk & Text across its employee base; leverage T-Mobile Wi-Fi Calling for Business to **improve connectivity** in difficult-to-serve areas and further **decrease international wireless costs**; proactively manage plans to **avoid unexpected spikes** in cost and create **predictable billing outcomes**; and **save time and resources** by consolidating to one bill.

K2's wireless bill dropped from \$1,100 to \$700 per month when they made the switch, and they have doubled their lines of service with T-Mobile in only seven months.

“The cost of a single line of service on other carriers was equal to four lines of service with unlimited calling on T-Mobile. Plus, compared to Verizon and AT&T, we found T-Mobile to have a much stronger small business account focus and a more significant global presence,” says K2 North America Vice President Matthew Grubbs.

As part of the program, K2 North America armed its employees with Samsung Galaxy Tabs™ with attached Bluetooth® keyboards as a cost effective replacement to laptops. K2 employees are finding the tablets, in particular, to be travel-friendly when combined with T-Mobile's reliable international wireless services. They can now conduct a myriad of business activities on their tablets while on-the-go, from showing a sales presentation with vibrant screen resolution in Houston to facilitating an international video conference call from London.

“Our entire business is based on customer service relationships. T-Mobile matches our level of service with scalable, international solutions tailored to our needs,” says Grubbs. “They are a great partner and always on the lookout for new solutions to help us proactively manage our international wireless program and grow our business.”

For more information about T-Mobile business solutions, visit business.t-mobile.com/small-business

For more information on K2 Corporate Mobility, visit k2corporatemobility.com

BUSINESS IMPACT

T-Mobile helped K2 Corporate Mobility achieve:

- Reduced wireless mobility costs by 35 percent.
- Predictable billing outcomes and sustained employee wireless satisfaction with move to user-select corporate-liable model.
- Improved international coverage with T-Mobile global presence and Wi-Fi Calling services.
- Increased productivity with tablets and reliable international data service.

BUSINESS CHALLENGE

K2 Corporate Mobility provides personalized international relocation services and solutions for Fortune 500 companies. With a global customer base and partners in 160 countries, mobile connectivity and reasonable international rates are vital to the organization's success.

K2 North America was an early adopter of the bring-your-own-device (BYOD) model, allowing its employees to select their own mobile device and carrier. When international wireless costs began to wildly fluctuate, the company decided to take a closer look at the true costs and benefits of its mobility program.

With no influence over user device or carrier selection, the company lacked both visibility and control—particularly around the international voice and data rates that were often driving costs through the roof. Further, employees had to front the funds for corporate reimbursement several weeks later.

SOLUTION AND RESULTS

K2 began to examine options that would allow it to rein in costs, offer more predictable billing outcomes, consolidate service to a single U.S. wireless carrier, and provide more visibility and control for the company.

In early 2013, K2 selected T-Mobile for its extensive international footprint, compelling international plans, business-focused solutions, and overall cost savings. Furthermore, as part of their plan, K2 decided to revamp their BYOD program to a user-select corporate-liable model, allowing employees to choose their device from several company-approved smartphone and tablet options—effectively eliminating the need for employee reimbursement.