

ABOUT SCHLUMBERGER:

Schlumberger is the world's leading supplier of technology, integrated project management and information solutions to customers working in the oil and gas industry worldwide.

INDUSTRY: Technology

NUMBER OF EMPLOYEES: 105,000

WEBSITE: www.slb.com

01 THE SITUATION

With over 800 Australian employees using mobile devices worldwide, Schlumberger's legacy system for managing its mobile fleet was no longer viable. So the search began for a vendor who could provide a solution to control the company's expenditure across their voice and mobile services.

Schlumberger's management team needed to more effectively manage their mobile usage and costs. A lack of reporting and visibility led to the business questioning who was spending what, were they on the best plans and was global roaming cost effective?

The decision was made to go to tender with the key goals of:

- Outsourcing the administration of their mobile fleet.
- Improved visibility of the mobile fleet.
- Reduce the chances of accounting errors, cost blow outs, and transition the management of the fleet to an online web-based portal.
- Reduce mobile plan spend and total cost of ownership.
- Partnering with a trusted customer care centric organization.
- Engaging with a vendor that has rural coverage for fixed-line services

02 THE SOLUTION

As the world's leader in the oil and gas industry, Schlumberger turned to Macquarie Telecom, Australia's number one business only telecommunications company. The end solution developed is "market leading and something that none of Macquarie's competitors have been able to achieve".

The key elements of the solution include:

- A dedicated Macquarie Telecom administrator for the mobile fleet, who manages all adds, moves, changes and reporting across Schlumberger's business units.
- Multi-carrier choice across Telstra, Optus and Vodafone mobile networks, allowing Schlumberger to choose the right coverage and commercial mix for individual users.
- MacquarieView – A near real-time, online portal providing management, ordering, alerts and reporting capability.
- An easy to use web-based portal that enables users to request changes to their mobile plans.
- The ability to easily split costs across business units allowing Schlumberger to track to budget and identify potential cost blow outs.
- Fixed line services in rural locations using Macquarie Telecom's extensive reach and multi-carrier access options.

03 THE RESULTS

The result of the partnership between Schlumberger and Macquarie Telecom was the implementation of a mobile management solution for over 800 mobile services, and a saving of \$25,000 in the first year.

When asked for feedback on the success of the new telecommunications management solution, Khurram Hashmi, Sourcing Specialist, commented,

"I recommend Macquarie Telecom on the cold hard facts. The cost savings alone are outstanding and the customer service we have received to date has been fantastic. It is the customer service received from Macquarie Telecom that your competitors large or small cannot match "

"No one else in the market place has the breadth of access across Australia like Macquarie Telecom does and that truly benefits our business."

"This solution has also given \$25,000 in savings in the first year alone, which is a fantastic result."

CUSTOMER OUTCOMES

REDUCED COST & INCREASED FUNCTIONALITY

"This solution really helps Schlumberger spend less time running the business and more time building it."

Khurram Hashmi, Schlumberger

“The end solution developed between Schlumberger and Macquarie Telecom is market leading and something that no Macquarie competitor is able to achieve.”

Khurram Hashmi, Sourcing Specialist, Schlumberger

SOLUTIONS:



Mobile

In today's non-stop business world, your employees need fast access to information. If business mobility is a priority for you, you can now mobilise your workforce quickly and efficiently with our mobile broadband data services.



Voice

Whether locally or globally based, your customers need to be able to effectively communicate with you. Enhance your ability to communicate and collaborate with the touch of a button, without the time and cost of travel.



FleetView

A near real-time mobile fleet management tool cuts the time you spend managing your mobile fleet. FleetView allows you to make data-driven decisions more quickly and easily than ever before.