



Delivering business efficiencies and internal process improvements to multi-site food retailer



About SSP

SSP has a 60 year heritage in the food, beverage and travel industry and is the world's largest airport and rail travel concession operator, owning and franchising over 40 well known brands.

Employing over 15,000 staff, SSP operates in over 30 countries worldwide. In the United Kingdom the company spans the nation from Glasgow to Guernsey, serving customers through more than 580 units in over 150 travel locations in airports, railways stations and shopping centres.

The challenge

SSP wanted to appoint a single fixed line telecoms provider for its UK business. They needed all of their communications based with one supplier so they could effectively manage their costs and improve internal management processes.

After an exhaustive bidding process, and against strong competition, SSP selected Gamma as its chosen provider.

Calls & Lines

“ To improve our efficiency and internal management processes we wanted one fixed line telecoms for our UK business.

We are pleased with the choice we have made in Gamma and every contact we've had to date has been positive. ”

Harvey Marston,
Head of vendor management, SSP.





The solution

Gamma transferred SSP's 2800 existing lines onto one easy-to-manage billing account. These are mainly lines for food service outlets with free outgoing call barring on premium and international calls.

A dedicated account manager liaised with SSP on line transfers and provided comprehensive reports from live systems on progress. This detailed reporting meant SSP could monitor lines with Gamma and those that were still being billed by previous providers. In turn enabling a planned migration process for those lines in contract.

Our dedicated customer development manager for SSP placed all the lines into individual cost centres so SSP could easily manage their sites through detailed and easily adapted management reports. SSP's finance team also receive monthly reports summarising lines and costs by cost centre, thereby facilitating financial control.

Benefits

- Savings of 38% a month against previous supplier bills.
- Faster, smoother installation for new lines and transfers.
- Customer service wrap provides single point of contact, online billing, management reports and comprehensive project management and consultative support.
- Direct online access to call routing via Gamma network.
- Our CarbonNeutral® accreditation provides 'Green' calls.

Interested? To find out more information on our products, call **0333 014 0111**

