



customer support management

Your own dedicated expert.

The acceleration of mobile services, devices and related IT applications is rapidly transforming modern business, helping people to work faster and smarter. For a multinational company however, it also brings a few challenges, such as how to manage mobility across borders and business units.

freemove
the Power of Alliance



The FreeMove alliance combines the expertise of four leading operators in Europe, each with a sound understanding of local markets, to offer expert Customer Support Management to your fleet managers across the whole of the footprint.

Customer Support Management meets your requirements in terms of central service support, quality of delivery and service contract compliance, all through a single point of contact who knows your priorities and remains at your side to help you with any service issue that may arise in the future.

Welcome to a more flexible and adaptable level of support.

What is Customer Support Management?

Our specialist Customer Support Management team will work closely with your fleet managers to help you manage your mobile services in an easy and cost effective way.

Central point of contact for all of your service issues, at a multinational level

Central fleet control across your affiliates, across your borders

Consolidated monitoring to ensure your FreeMove services are performing at their best

What does this mean for you?

As well as handling requests, queries and escalations on your existing FreeMove services, your dedicated Customer Support Manager will also carry out feasibility studies of possible new offers and enhancements, keeping you in the loop via status reports and periodical meetings. The team will coordinate ongoing activities with our local Customer Care Units to ensure we support you to the same high levels wherever your people are.

- Transparency over the international footprint
- Regular reporting on international service provision
- Consolidated performance monitoring of FreeMove services
- Proactive and close relationships in handling your international service requests or issues

We appreciate that giving you the best possible service experience will help your organisation to be more effective and productive – so you can focus on your own customers.

The FreeMove alliance

FreeMove is the world's leading mobile telecommunications alliance, working to help multinational companies streamline the management of their mobile services. Formed in 2003, the alliance combines the capabilities of Orange, Telecom Italia, Deutsche Telekom and TeliaSonera along with their strategic partners. FreeMove provides seamless international mobile services, harmonised commercial arrangements, dedicated account support and telecom expense management. This global coverage and local support means companies around the world can manage their mobile fleet more efficiently through the Power of Alliance.

www.freemovealliance.com

