

# SCG Mobile



# Why SCG?

We are an award-winning telecoms company with an established reputation for best-in-class products and customer service to our valued business customers over the past 20 years.



We pride ourselves on our excellent response rates. We will answer your call straight away, without any annoying, time-consuming choices or voice-prompts, so we can get straight to the matter at hand.

WE ANSWER 96% OF ALL CALLS WITHIN 3 RINGS



%

**99.5% customer retention**

Your satisfaction is our top priority. Most of the people who try us choose to stay. SCG has maintained an industry-leading customer retention rate of over 99.5% for over 11 years.



**We're fast to get to your call**

We will never leave you hanging. Stop feeling that frustration trying to reach your provider. 96% of all calls are answered within just three rings, the other 4% within four rings.



**1 dedicated point of contact**

Get that personal touch. Talk to someone that knows you. Every SCG customer benefits from one dedicated point of contact for every aspect of their account.

“

*SCG is a key and strategic Wholesale Partner for O2, with an impressive portfolio of clients, demonstrating best in class service to their customers. It was these attributes that led to them being ranked O2's no1 Wholesale Partner.*  
Head of Partners, O2

”

# Customer Portal

Manage all your products and services at the touch of a button.

Get a seamless experience and stay in control with our customer portal, your one-stop shop for all things SCG.

## Order tracking

Track the progress of current orders.

## Offers and promotions

Exclusive access to offers and promotions.

## Account management

Request changes to tariffs, bar services and cease connections.

## Account and billing

View and download invoices and account transactions.

## Check usage

Check the usage status of individual connections and your entire estate.

## Admin features

View all contacts registered to access your account information and add/remove instantly.

All underpinned by our remarkable UK-based account management team, available via email or within just 3 rings of the phone if you'd prefer to speak to a real person



Easy-to-use



Packed with features



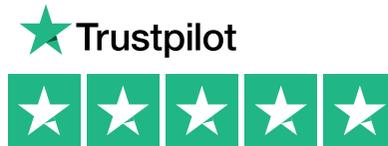
Instant control

# Testimonials

Don't take our word for it...

At SCG, your satisfaction is our main priority. And our excellent rating on Trustpilot is proof that our passion for great service doesn't go unnoticed by our customers.

But don't take our word for it, our customers say it much better. Check their amazing Trustpilot feedback.



“

*We recently arranged to migrate our service to a new SoGEA circuit but somewhere in the transfer process there were mapping errors which caused numerous problems. Thankfully the fault was escalated to Tristan who seized the problem and stuck with it until fully resolved. He then very helpfully ran an online training session to make sure I was fully comfortable with the new control dashboard. Outstanding support from a very talented individual.*

**Peter**

*Very good service provided from point of sales right through to the operational process. Working on construction sites that can be inherently difficult to secure a temporary wifi/telecomms system can obviously be challenging, however testament to Jess and the team as always for sorting out all our telephone and broadband requirements.*

**Craig Halliday**

*Richard from NSN was extremely helpful with helping me set up my Euphoria Softphone App and explained everything thoroughly. Contact Centre operations have never been this easy and the good thing was that he also followed up to ensure that my team and I are working smoothly. Great guy!*

**Thanks Richard!**

**Menlyn TDT**

*Amazing Customer Service As Always. Our account Manager Amelia could not be more helpful. If we have ever had a question or query Amelia will sort it straight away. It is so nice having someone to talk with directly rather than pressing loads of options and then talking with someone who does not know our business, understand our needs and doesn't really care. We can not recommend SCG or Amelia highly enough.*

**Millais Nurseries**

*Very good experience from the team at SCG & 2 Circles in setting up our new Business Mobile Sims. Massive thanks to Jesal, Rich & Joe for the hard work and effort in everything you do :).*

**Liam Sean McGroarty**

”

# What we can offer your business

Best-in-class service at the best price.



Unique network  
guarantee



Lowest priced  
tariffs available



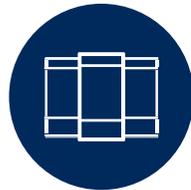
International  
data solutions



SIM only options



Mobile packages



Complete range  
of the latest  
handsets



# Unique network guarantee

Mix and match the major networks to ensure you never miss a call.

SCG is one of the few service providers in the UK that can supply mobile phone services from all 3 major networks (O2, EE and Vodafone) all on a single invoice.

Our unique relationships with the mobile networks mean our customers receive the most competitive prices while benefiting from our dedicated account management, making your business mobile telecoms stress and hassle-free.

Whether you're a single user, a small to medium business or a corporate organisation, SCG has the ability to tailor a business mobile package to your requirements.



## Save Money

Enjoy cost benefits by ensuring you have the best combination of mobile packages for your business.



## Save time & effort

Maximise efficiency by having all your mobile devices with one supplier with a single point of contact for all your business needs.



## Increase Flexibility

Allow every member of your organisation access to the mobile network that works best for them, on a package that suits their individual requirements.

# Unlimited data

Enjoy complete freedom.



## Use the most data-hungry application without worries

Over the last 3 years, on average, monthly mobile data usage increased by 11GB per person in the UK.

This event has set a trend for increasing popularity of video calls and other applications requiring large bandwidth, making companies use more and more data.

## No internet access on your laptop? No problem

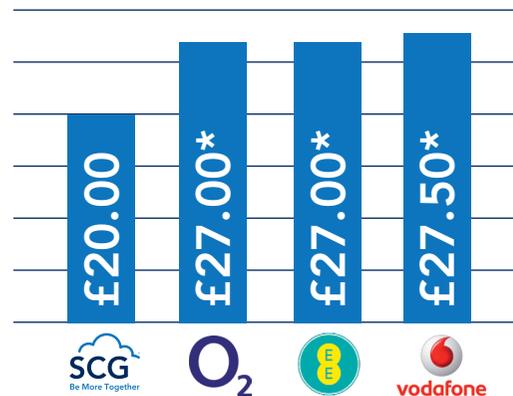
Use your mobile phone as a hotspot and share an internet connection with other devices whether you are working at home or on the go.

## Avoid unexpected business costs

*Bill shock represents 14% of business mobile expenses.*

Avoid being hit by that bill shock and stay in control of your finances by removing data limits.

SAVE OVER 25%  
WHEN YOU MOVE  
YOUR MOBILE TO SCG\*



\* Like for like prices observed 20/02/2023 on O2 Business, Vodafone Business and EE Business websites.

# International & Roaming

SCG has you covered no matter where you are.



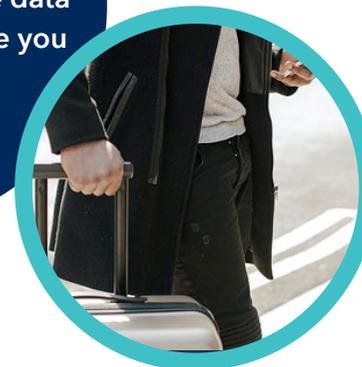
Stay connected and in control of your mobile data costs, no matter where you are in the world.



**Travelling?**

No worries. Use your UK tariff allowance whilst you are travelling within the EU (eligible countries vary slightly by network).

For everywhere else in the world, our easy-to-understand travel bolt-ons mean you can rest assured that you will stay connected and able to work wherever your business takes you.



# Handsets

A comprehensive selection.

Access handsets from all the major mobile phone manufacturers, with early access to the latest releases of must-have models. We offer a range of payment methods on set terms, meaning that you will never overpay for a handset. Contact us for the full list of hardware and availability.



# Mobile Device Management

SCG offers our customers easy-to-use Mobile Device Management (MDM), security software used to monitor, manage and secure employees' mobile devices across multiple mobile service providers and mobile operating systems. This powerful suite of tools provides your company with the ability to centrally, securely and cost-effectively manage, support and track your mobile estate wherever it may be- and all from a single screen.



## Key Features

- ✓ Access configuration and web filtering
- ✓ Detailed inventory collection
- ✓ Data synchronisation
- ✓ Device lock-down and security
- ✓ Built in anti-virus and malware protection
- ✓ Location tracking and geo-fencing
- ✓ Real-time remote support and control
- ✓ Supported on all mobile operating systems



# eSIMs

Enter a new era of possibilities.



**Embedded SIM (eSIM) technology is a game-changer. Why?** Because you no longer need to install traditional SIMs. With eSIM technology, one SIM can hold multiple mobile profiles simultaneously and can be re-configured 'over the air' (OTA) with new profiles or profile selection rules.

**This new technology opens up a new world of possibilities. With eSIM you can:**

- ✔ Use one number for business and one for personal calls on the same device
- ✔ Add a local data plan when you travel abroad
- ✔ Have separate voice and data plans
- ✔ Have multiple networks on one handset



# Cloud connectivity built around you



Call us today on

**0800 4700 007** 

[sales@scgtogether.com](mailto:sales@scgtogether.com) 

[www.scgtogether.com](http://www.scgtogether.com) 