

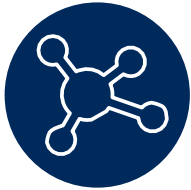


Find out more and book your free consultation →

# SCG Mobile

# What we can offer your charity

Best-in-class service at the best price.



Access to all major  
UK networks



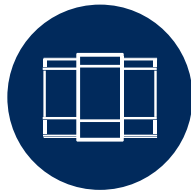
Flexible mobile  
packages to suit  
all requirements



International  
data solutions



Feature-rich  
customer portal  
to manage your  
mobile estate



Complete range  
incorporating the  
latest handsets



Mobile Device  
Management  
solutions including  
managed support



# Why SCG?

We are an award-winning telecoms company with an established reputation for serving our valued charitable customers with best-in-class products and customer service for nearly 60 years.

We pride ourselves on our excellent response rates. We will answer your call immediately, without any annoying, time-consuming choices or voice-prompts, getting 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. 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 never leave you hanging, and eliminate the frustration of trying to reach your provider. 96% of all calls are answered within just three rings, the other 4% within four rings.



**One 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.

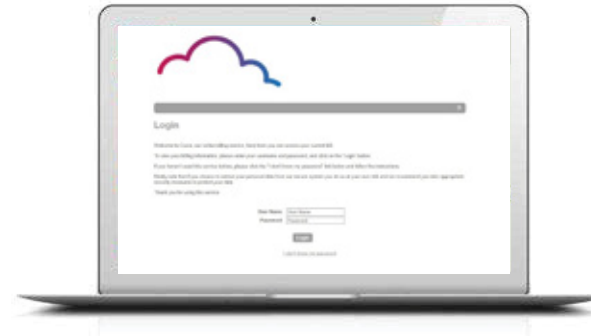
*SCG offers a range of mobile technologies, across all UK networks. Voted EE Partner of the Year 2022, and a valued O2 Wholesale Partner, we consistently deliver financial savings and improved mobile efficiency, all wrapped up in our best-in-class customer service.*



# 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.



## Management reporting

Review usage and spend with ease to improve management of the estate.

## Offers and promotions

Exclusive access to offers and promotions.

## Account management

Request changes via the portal to bar services, SIM swap, cease connections, and amend usernames.

## 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 three rings if you'd prefer to speak to a real person.

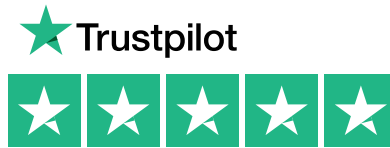


# Testimonials

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.



“

*When you are travelling on business in another continent and time zone working on transactions mobile connectivity is vital. Ash and the Mobile Team at SCG we extremely professional resolving issues swiftly with follow making sure everything stayed resolved!*  
**John Snead**

*Great help getting my works mobile set-up. I was worried that I was going back with too many asks for help but Ryan always got back to me quickly and we got the phone set-up the way I wanted - thank you. Ryan James*  
**Mark Blundell**

*Moved from one mobile supplier to another seamlessly. Helpful and efficient. Used Southern Communications for a few years now for our leased lines, and I can't say a bad word about them.*  
**Brandon Lee Strike**

*Great Service from Ash. Have personally used SCG for 2 years and Ash has been a big part of the mobile contract. Always helpful, polite and easy to talk to. No request is too much and done in a timely manner. Happily recommend his services*  
**Ben RWA**

*My business has been using Southern Communication for years now. We have always received an excellent service from them. I would not hesitate to recommend them. We did a phone system upgrade recently, very pleased with how it was handled and the actual new phone system is great. I also had an issue with a new mobile phone I ordered recently which was promptly replaced. Excellent customer service from the team. Special thanks to Clare Young, Raj Miah & Nick Brannam.*  
**Stephanie Poujade**

”

# 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 four major networks (EE, Vodafone, O2 and Three) on a single invoice and managed through a single point of contact.

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

Whether you're a single user, a small to medium charity or a major non-profit, 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 charity.



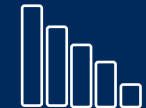
## Save time & effort

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.



## Better Coverage

Ensure users receive the best coverage for their primary location by accessing the strongest network.

# Flexible packages

Enjoy complete freedom.



**Save over 25%** when moving to SCG by:

Flexible packages enabling you to select the devices, plans and mobile networks which suit your business needs.

The ability to select connections across networks to improve coverage and mobile working.

Share data to consolidate usage and reduce overage charges, or choose unlimited data to remove the risk of overage entirely.



# International data & 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 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.

Select the roaming package that works best for both your users and your charity. SCG is able to provide a range of solutions across networks to best suit users' travel requirements.

**Use UK tariff when travelling in the EU.**

**Benefit from daily roaming bundles when travelling outside Europe.**

**Monitor usage by using the SCG customer portal.**

**SCG support you in managing users' roaming requirements by adding relevant packages where possible.**

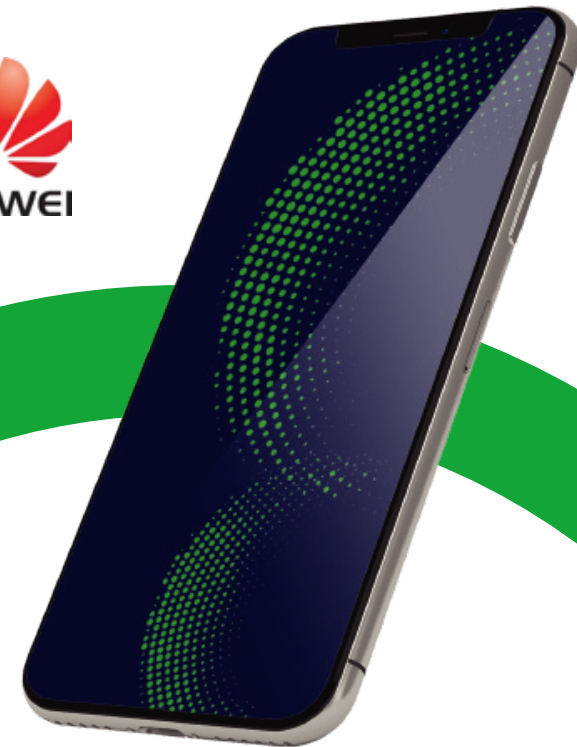


# Handsets, tablets and hardware

A comprehensive selection.

Access handsets from all the major mobile phone manufacturers, with early access to the latest releases of must-have models. Using UK-accredited suppliers enables us to facilitate remote deployment and hardware staging, simplifying your installation process.

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 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.

Available as a managed service, SCG is able to provide services to scope and implement the solution, providing ongoing support to manage policies, remote wipe devices and setup new users.

We also support the remote deployment of handsets via Zero Touch, Knox Mobile Enrolment or Apple Business Manager.



## 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





Business mobile solutions  
**built around you**

Find out more and book your free consultation →