



● Insight through Synapse reporting reduces business costs ●

The Background

Simplyhealth provides a range of healthcare products and services including: mobile health screening, occupational health advice, private medical insurance, and health cash plans. The group, whose aim is to support and add to the National Health Service, currently employs over 12,000 people globally and is expanding rapidly.

Simplyhealth is a customer of Daisy (formerly Alternative).

The Challenge

Simplyhealth's expanding operations meant a growing telecoms infrastructure. Typically this would mean growing costs. So its business outcome was clear from the outset, to keep costs down.

The Solution

Daisy consulted with Simplyhealth and taking into account the business's needs, we appointed a dynamic service interface. Synapse is a dynamic self-service portal providing customers with on-demand, online management and control over billing. With detailed reporting and usage alerts, this portal has allowed Simplyhealth to gain control over its spiraling costs.



The Result

Synapse's reports and alerts have enabled Simplyhealth to tackle inappropriate phone usage by highlighting the most expensive calls, and calls made out of hours or to premium rate numbers.

Through a dedicated client manager, Daisy ensures that it remains accountable through the life of the contract giving Simplyhealth the peace of mind to concentrate on achieving its business outcomes.

Synapse has enabled Simplyhealth to manage its landline and non-geographic numbers effectively, while ensuring that call spend is kept to a minimum.

“Synapse offers refined information, and I love the fact that each bill contains separate invoices. This really helps me keep on top of costs for the group.”

– Kevan McCaughan, IT Manager at Simplyhealth

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If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at pressoffice@daisygroup.com with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business' website.

