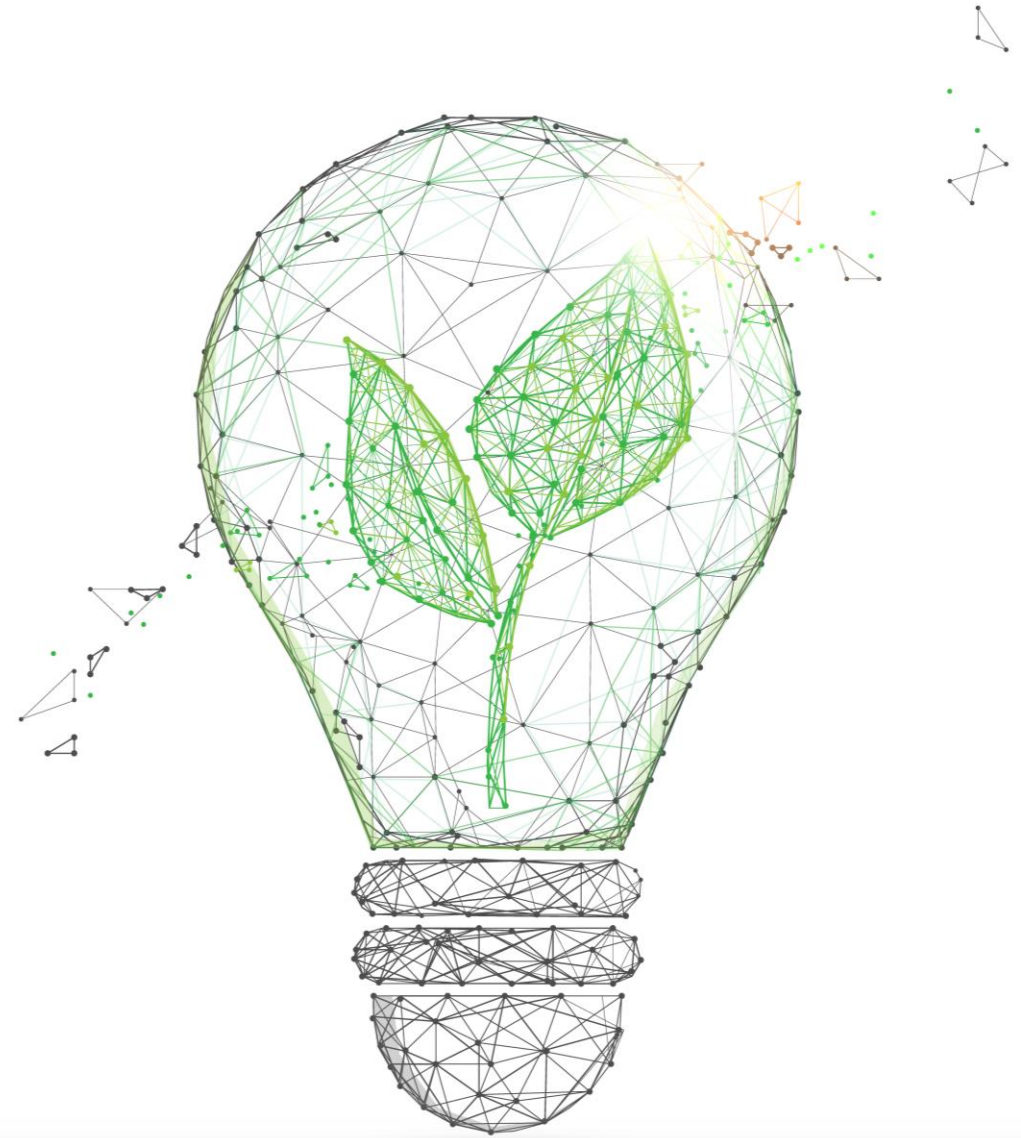MULTIMESSAGE
Enhancing Operational Efficiencies

Improving smartphone sustainability within Government and Public Services

Multimessage is an approved supplier under the Public Sector framework 2022/S 000-025895. Aimed at improving public sector sustainability by extending the life of smart phones and reducing electronic waste.

What does it mean to be a sustainable?

It's much more than just looking after the environment, it's about making sure that your business model and operations are resilient enough to thrive in the long-term. It's about taking responsibility for all of your business' impacts and doing your best to mitigate the negative ones.
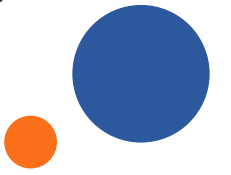
Smartphones: facts & figures

A brand-new smartphone generates an average of 85 kilograms in emissions in its first year, with 95% of carbon emissions coming from manufacturing processes, including the extraction of raw materials and shipping.

Globally, 5.3 billion phones will be thrown away in 2022.

Just over 17% of the world's e-waste is properly recycled.

In the UK, more than 20 million used but working electrical items, worth as much as possibly £5.63bn, are currently hoarded.

The key to reducing emissions is to extend the lifetime of individual phones.

Narrative for change

What was once 'normal' is now no longer environmentally desirable and that, to become sustainable, our societies have to stop many of their practices.

Reaching decarbonisation targets often requires organisations to change the way they operate.

It is important we create long-term sustainability goals and develop a long-term vision to accelerate the transition to a climate-neutral, resource-efficient and regenerative economy, which gives back to the planet more than it takes.

Making a case for business change and moving to a *Reduce, Repair/Reuse, Recycle* policy can be challenging, but with the support of the *right partner*, it can be a smooth transition.

Increasing the lifespan of devices

It is expected that by 2025, competitive pressures may have made five years of support common for the major smart phone models.

As society adapts and we understand device lifecycles better, hopefully smart phones will be used for longer periods; repaired/refurbished where needed and supported by manufacturer software and security updates.

However, the benefits can be much bigger than the smartphone products alone. It should start a trend that's taken up in other devices, such as laptops and tablets.

Innovations that improve sustainability for smartphones should be applied to other products within an organisation.

Key changes to behaviour

- Rather than replacing with new, repair and reuse existing devices.

- Limit how often you make new technology purchases and consider buying refurbished devices.

- Partner with a trusted and experienced supplier to outsource management of devices.

- Work with a sustainable supply chain

Working with us, you see results.

Let's dive in

How Multimessage support Government and Public organisations.

Multimessage, are specialists in lifecycle management of ICT hardware and provide the consultant led management of business smart phones to the public sector through framework 2022/S 000-025895.

By understanding pain points, Multimessage liaise with the customer during all phases of migration to provide a seamless transition to new ways of working.
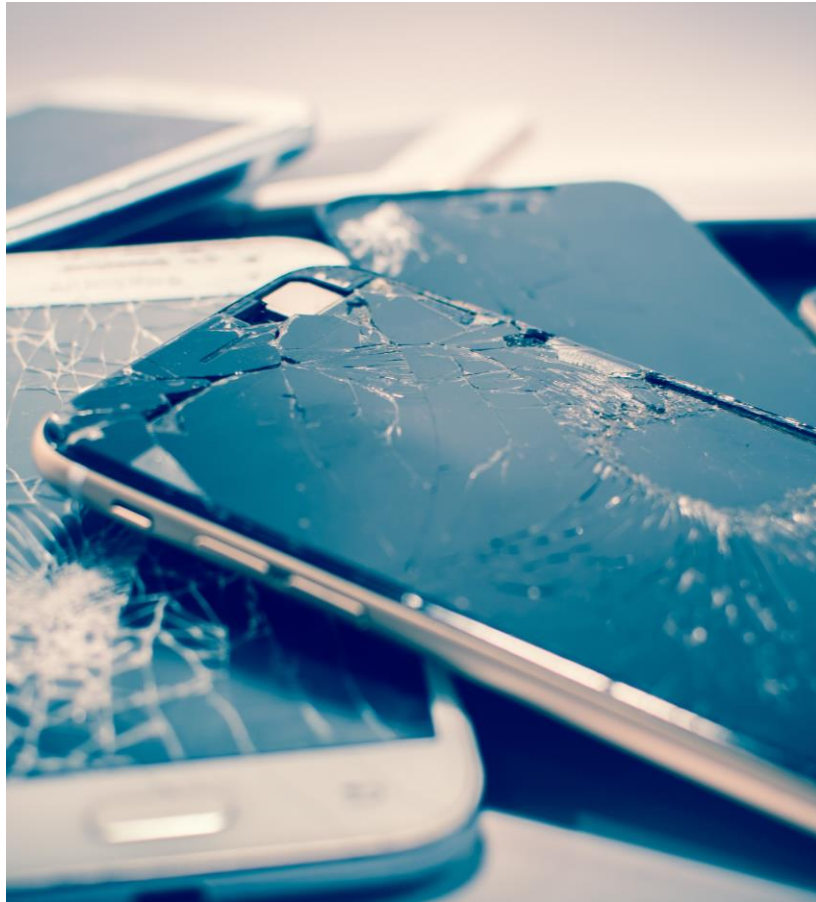
Assisting with distribution of new devices, on going fault and warranty management, repair and secure recycling, our solutions make smart phone management simple and efficient.

The main target of our solutions are to improve the lifespan of the devices, spreading the carbon footprint over a greater period of time and reducing electronic waste. Ultimately this improves the sustainability of the organisation as well as improving the commercials associated with smart phones and the costs with replacing them.

- Multimessage is an approved supplier to the public sector.
- Easy onboarding with supplier due diligence already complete.
- Fault management using dedicated portal.
- Full end to end logistics.
- Requires very little customer management.
- Repairs completed at our repair facility in the UK. Industry leading with 33 years in business.
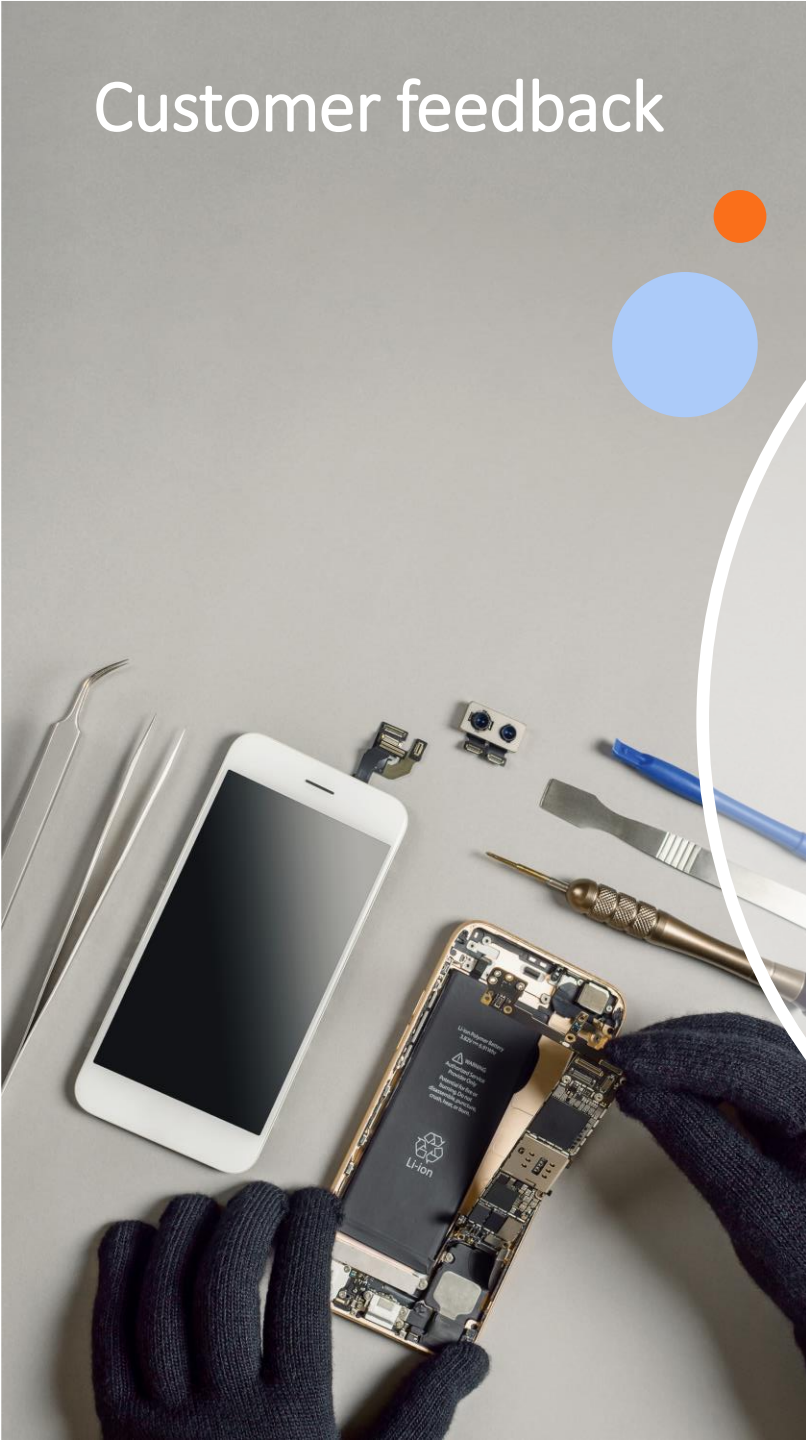
Multimessage help organisations tackle their ICT sustainability challenges

The Problem	How we help > Outcome
High capital expenditure on replacement devices	Repair rather than replace > Reduce Capex replacing devices
Poor electronic waste management	Reduce Electronic waste by repairing devices > Any E-waste is recycled by MM
Slow to get replacements devices to staff	Next day logistics service > Improved SLA performance
Resource heavy processes	Multimessage provide full fault management > Reduced resources required for device management
No ESG reporting	Full audit trail of devices repaired and electronics that have avoided become e-waste. >ESG accountability

Customer feedback

Can't praise Multimessage enough, they are extremely efficient and helpful, providing great comms on progress of deliveries and proof of deliveries etc. Nothing is ever too much trouble. Highly recommend their service.

Elaine, Maintel Europe

"MM project portal has completely simplified the order and delivery process. I have clear visibility of all my delivered and stored products, accurate updates as they come in and go out and a very simple order process."

Obi, Elite Group

Multimessage have always been the company to go to for excellent quality repairs. What a great team of people they have. I would highly recommend them.

Neil, Ocean Telecom

Multimessage as part of your supply chain

A sustainable partner

Multimessage are a carbon positive business by offsetting our carbon footprint with Ecologi.

Sustainable supply chain

Our partner courier DPD, operates a carbon neutral courier service by offsetting their impact.

Customer centric

Consultant led approach by our team, full project manager visibility and live tracking of progress throughout.

Certified Processes

Multimessage is certified to ISO9001 and ISO14001, quality and environmental management systems.

Our business is performing well

The company continues to provide innovative solutions as technology advances and expanding into new markets.

SLA performance

We achieve 99.3% SLA performance on customer fault management and logistics.

We're leaders

We are leaders in the telecoms service industry. Providing quality service and expertise where other's can not.

Cyber Essentials Certified

Our Cyber essentials accreditation demonstrates our commitment to IT security.

Every organisation needs to change, lots of small changes make a big difference.

Start by partnering your smart phone fault management with Multimessage and extend the life of your devices under public sector framework 2022/S 000-025895.

Our expert team are passionate about improving the sustainability of public sector organisations by transforming their ICT operations and measuring and communicating effectively at each step of the journey.

With Multimessage as a partner, we can help drive business change because sustainable business is the future.

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