

Mobile Technology Management | Case Study

Over 600 devices deployed without a disruption in service resulted in real-time proof of ROI

Business Challenge

Vox Mobile was engaged by a global leader that provides integrated self-service delivery and security systems and services. The company employs over 3,300 field service technicians across the United States responsible for servicing ATMs, vaults, and other banking equipment. Many of these technicians were using a large, obsolete, analog handheld device, an Interactive Voice Response System (IVR), or a call center to manage tickets generated by their field activity. The company recognized a need to update the inefficient technology and developed a ticketing system to function on BlackBerry handheld devices. There were three key challenges

1. Deploy devices to the end users without affecting service levels.
2. Ensure adoption of the new technology in the field.
3. Manage a large-scale deployment on a budget that allows for short-term ROI on the project.

Complicating matters was the fact that the field technicians are distributed nationally, work on a part-time basis, and lack regular access to land line phones or traditional PCs.

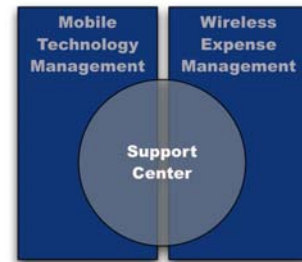
Solution

Vox Mobile worked with the customer to perform an end-to-end Blackberry deployment for the field service technicians. The Vox Mobile Project Management team provided a single point of contact and created a plan to collect data, procure, configure and deploy the BlackBerry devices without interrupting the users' current service. The custom device configuration included a service management tracking application, standardization of features and settings, loading of owner information, security standardization, custom kitting, training documentation, and triple check quality assurance process. In addition, Vox Mobile provided Professional Services, including BES installation, end-user migration to the new server, BES administration training, and end-user training.

Results

Vox Mobile custom configured and deployed over 600 devices in 3 phases for the customer. Once the devices were in the hands of the end user, Vox Mobile activated the user on the cellular network and on the BlackBerry Enterprise Server. Utilizing conference calls with a custom curriculum, the users attended one-hour group training sessions covering the device's major functions. During one phase, 200 devices were deployed and the end users trained within 2 weeks without a disruption of service.

As a result of this project, the customer was able to abandon an obsolete infrastructure that supported the analog handhelds and reduce costs associated with voice calls to the call center and IVR. The customer experienced an 8% reduction in voice calls to the call center and IVR immediately after the deployment.



Mobile Technology Management

Our programs include project-based device deployment and mobile enterprise managed services. Vox Mobile offers procurement, configuration, and deployment for mobile devices and the server platform technologies that support them. Our Support Center provides end-user technical support, end-user life-cycle management (moves, adds, and changes), and logistical services.

Wireless Expense Management

Most organizations overpay for cellular and wireless data services by 10-30% due to a lack of management bandwidth or domain expertise to properly monitor wireless expenses. The mission of our WEM program is to provide your organization with an increase in the level of service, a reduction in the total cost of ownership, and an increase in business visibility into the dynamic cellular environment.

Professional Services

Vox Mobile has certified professionals and technicians to design, implement, and support mobile server platforms including technology decision support, mobile server installation, server migration, and customized training events and materials. Our Solutions team is trained and certified at the device and server level on multiple platforms including RIM BlackBerry Enterprise Server, Microsoft Windows Mobile, Good Mobile Messaging, and Nokia Intellisync Mobile Suite.