

## Training Services | Case Study

*Customized device training and deployment services resulted in a 24% drop in support calls!*

### Business Challenge

Vox Mobile was engaged by one of the world's largest manufacturers of plumbing supplies, including kitchen and bathroom faucets, kitchen sinks, and plumbing specialties. This organization has hundreds of field sales personnel throughout the U.S. and Canada. Based on a successful pilot of BlackBerry as the new technology solution, Vox Mobile was engaged to shorten the turn around time for user adoption of newly deployed devices. With an overburdened IT department that lacked expertise in BlackBerry, the company needed customized training that empowered the field sales team to utilize the BlackBerry device as a replacement to the cell phone as their primary communication tool. Complicating matters was the fact that the field sales team is distributed nationally but could not afford to experience any downtime during the transition to the new technology.

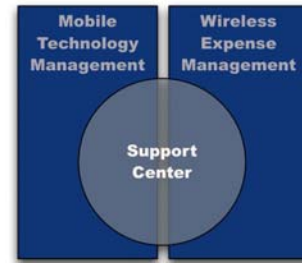
### Vox Mobile Solution

The Vox Mobile team prepared a needs assessment to determine and prioritize the key topics to cover during the training sessions. Based on the needs assessment, a training plan was created providing the appropriate amount of focus to each function of the BlackBerry device, including the Company's custom configuration settings, policies, and "hot keys". Furthermore, the training plan detailed the best options for delivery, tracking effectiveness of the program, and handling end user questions following the sales meetings.

### Vox Mobile Results

Capitalizing on the upcoming regional sales meetings, Vox Mobile deployed trainers on site for hands-on training with the sales force. Training was conducted immediately following delivery of the new device into the end users hands, eliminating any possible downtime during the deployment. Utilizing presentation software, simulators and customized training quick guides Vox Mobile trained an average of 30 individuals per meeting over the course of 6 meetings, all within a 30-day period. Training covered corporate standards and BlackBerry functionality including messaging, phone, address book, calendar, browser and personalization.

Attendance for the training was 98%. Satisfaction surveys indicated 98% of those in attendance were satisfied with the training. In the period immediately after the training, the client experienced a 24% drop in support calls. Moreover, the client documented a productivity gain of 30 minutes per salesperson per day within 60 days.



### 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.