

Wireless Expense Management | Case Study

Customer saves \$300K in the first year through unified governance, account consolidation, and process improvements.

Business Challenge

One of the largest manufacturers of exterior building products in North America turned to Vox Mobile for a solution to their ever-growing cellular expenses that exceeded \$1.2 million for 1,100 end users. The company was looking for a focused outsource partner to manage their cellular environment and reduce their wireless carrier spend through consolidation of their accounts and optimization of their fragmented policies and procedures. The mission to address spikes in monthly invoices from carriers and service providers and reduce the overall operating cost was further complicated with the need to not disrupt the end users and their daily dependence on mobile communication.

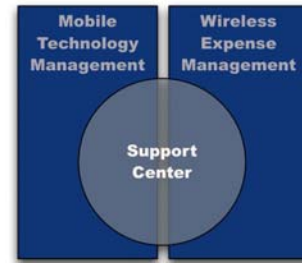
Solution

Vox Mobile analyzed the existing cellular usage data and presented a plan to consolidate the cellular carriers, reduce duplicate accounts, bring enterprise visibility and departmental expense allocation, and remove the tactical burden of handling the procurement and order management processes, and governance of the cellular invoice review. A historic corporate cellular spend baseline was established and over the next four months the implementation process began to obtain the targeted results.

Results

Vox Mobile consolidated 28 separate cellular accounts that had been set-up by various divisions and operating departments. Wireless cellular policies were deployed and enforced via procurement standardization through Vox Mobile's support center and procurement portal. Department expense allocation was delivered to the centralized ERP system such that each department is appropriately awarded their portion of the expense while leveraging the aggregate spend of the organization. Monthly cellular optimization and audit services were summarized and delivered through dashboard reporting. The company hired a 3rd party telecom audit firm to validate the first year of savings resulting with a documented \$300,000 in reduced cellular spend from the previous year.

Vox Mobile is now in year 2 of providing WEM services for this customer. This growing company has experienced a 30% increase in the number of voice users. In the same time period, their overall spend has only increased by 20% by leveraging Vox Mobile's ongoing account management.



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.