Case Study – Fortune® 500 Energy Company
Enterprise Mobility Management

The Client

A Fortune® 500 company with 1800+ devices issued with an invoice spend of $187K per month. The client was averaging $101 per month usage cost per device. Device split included:

- 1000 Smart Phones and Tablets
- 630 Data Only
- 180 Basic Phones

The Challenges

The client was considering going to a "Bring Your Own Device" (BYOD) model because their corporate equipment costs were too high. Allocation of employee devices and wireless numbers became increasingly difficult to manage. International roaming traffic costs rose with no way to keep track of travelers and ensure plans are added timely. Procurement of devices depended on inexperienced employees contacting their help desk and waiting for approval from their respective manager. Customer did not keep track of inventory.

Goals & Objectives

1. Reduce overall wireless costs through monthly optimizations
2. Develop a hybrid BYOD model to control costs
3. Track wireless number and device model to employee
4. Improve international roaming costs
5. Increase operational efficiency through a streamlined order and approval process.
6. Wireless policy implementation and control
7. Provide a user friendly inventory management portal

▲Telecom Expense & Asset Management® ▲Strategic Sourcing & RFP's ▲ Enterprise Mobility Management

The Result

1. As a result of monthly optimizations, we reduced spend per month from $187K to $106K. Reduced the average per device cost from $101 to $80.
2. Designed and implemented a hybrid BYOD model that allowed for the user to plan control and put the cost of new equipment on the user. Saved $141k over two years
3. eMobiligistics™ provides Employee ID number tracking associated with each wireless device.
4. Users were provided an online portal to enter their own ticket prior to leaving the country. eMobiligistics™ help desk places the order and then verifies with the end user that their device is working properly. eMobilegistics international tickets automatically create two tickets for approval when the user enters their travel dates. The first ticket is to add the plan and the second ticket is a future dated ticket to remove the plan upon completion of their travel.
5. Improved help desk efficiency. Entering an eMobilegistics™ ticket takes less than two minutes; customer had to wait on the phone for an available help desk agent to only then wait for a manual manager approval, which previously would have taken a week on average.
6. Users enter their own tickets into the eMobilegistics portal where the ticket is routed to the appropriate manager for automatic approval. The tickets are limited to only the devices, plans, and features allowed by the client's wireless policy. Upon approval the ticket is routed to the eMobilegistics help desk to facilitate the order with the respective carrier.
7. eMobiligistics™ inventory maintains serial numbers, ESN, IMEI, SSID, etc. as well as user data (Employee ID, CC, Location, Supervisor), plans, hardware history, ticket history and invoice history. Robust reporting capabilities are endless and include two to twelve month trending.

The Solution

Founded in 1997, Teligistics is the leading provider of Telecom Lifecycle Management solutions for large and mid-market Enterprise-level clients. Teligistics pioneered the methodology for determining TCO (total cost of ownership) in telecom rate plans and was awarded a U.S. Patent. Solutions include Telibid™, a patent-pending web-based eProcurement tool specifically designed for the strategic sourcing of telecommunications. TEAM™, is an industry-best telecom expense management platform for telecom contracts, audit compliance and invoice processing. The eMobilegistics™ application provides full Enterprise Mobility Management Solutions. www.teligistics.com