

# FORTUNE 500 MANUFACTURING COMPANY

Centralizes mobile device procurement to reign in overspending, track devices, and enforce an effective mobile policy.

## TELECOM ENVIRONMENT

- » 40,000 Mobile Devices
- » 400+ Locations
- » 1,800 Job Codes
- » 4 National Carriers

*“We needed to understand what our inventory looked like and track our expenses. Telesoft is definitely helping us moving forward and tracking our inventory. Our expectation is that Telesoft will be the **single source of the truth** when it comes to tracking our inventory.”*

*“Rolling out to 40,000 employees at over 400 sites across the US is not something that happens overnight.”*

*“We have a mobile policy in order to drive down our cost per user and we needed to make people understand that while enforcing it.”*

## OVERVIEW

A Fortune 500 manufacturing company was undertaking an organization wide corporate cost management initiative. One area that was identified as a “problem area” was wireless communications. Managed at a local level, their wireless operations were decentralized and resulted in a lack of inventory tracking and control over expenses.

## CHALLENGES

The management of the mobile devices and their expenses suffered from the following issues:

- » **Decentralized:** Wireless procurement and plan management was managed at a local level.
- » **Visibility:** Since devices were procured at a local level, the corporate office had little or no insight on who was spending too much on wireless services.
- » **Lack of Inventory:** Management of these devices at a local level led to inventory growing out of control while the devices themselves were untrackable.
- » **Unknown Vendors:** 4 national vendors and an unknown number of local vendors.
- » **Roll Out:** With approximately 40,000 devices, rolling out a new corporate wireless initiative is a huge undertaking.

These issues resulted in the following problems:

- » Lack of visibility on a corporate level resulted in a high cost per user
- » Inability to properly manage inventory
- » Non-existent corporate wide mobile policy for enforcing usage, device procurements and upgrades, and security.
- » Paying higher wireless plan rates and not capitalizing on volume to lower contracted rates.

## Telesoft Benefits

- » Mobile policy enforcement through a centralized solution
- » Visibility across the entire organization into mobile expenditures
- » Optimization of usage to save money
- » Integration with HR systems to ensure accurate and reliable inventory

## TELESOFT SOLUTION

After considering several vendors, the Fortune 500 manufacturing company selected Telesoft to manage their mobile provisioning and reporting needs.

### RESULTS

- » Reduced annual wireless spend by **15%**
- » Push out reports to more than **40,000** users on a monthly basis letting them know usage amounts, usage goals, and total expenditures
- » Strict **mobile policy enforcement** corporate wide through the centralized Telesoft solution
- » First mobile order placed only **two months** after project kickoff
- » Developed 12 standard wireless "Packages" to service more than **1,800 job types**
- » Fully integrated with AT&T Premier for mobile procurement
- » Used volume to negotiate an industry **low per minute rate**
- » Successfully rolled out to **400+ sites** and more than 40,000 users

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### ABOUT TELESOFT

Trusted experts in Telecom Expense Management (TEM) software and services for over 25 years, Telesoft reduces fixed and mobile telecom spend to improve your bottom-line. Telesoft automates the telecom expense management lifecycle – from management of telecom invoices, usage, and cost allocation, through provisioning and inventory – to lower telecom expenses and improve efficiencies. Our solutions are used by hundreds of commercial and government organizations including the largest and most complex telecom environments in the world.

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