

CLIENT

A publicly-traded financial services company with revenue totaling \$6B, approximately 20,000 employees, and a population of 7,000 corporate wireless devices.

CHALLENGE

Wireless services demand is one of the fastest growing and most dynamic spend categories in their IT spend portfolio. The company had multiple 'best practices' holes related to optimization processes, inventory management, and order management. Additionally, the client was seeking a solution that integrated spend and process management under one roof with a proven outsourced partner.

SOLUTION

Profit Enhancement Services (PES) delivered a wireless spend management solution addressing these gaps and created an ongoing process for both expense optimization and process improvement. Business and policy rules were created to serve as the program's foundation, and the following four areas were addressed, resulting in the deployment of a total wireless spend management solution:

- **Expense Management:** Captured carrier contracts and all the vendor billing data, executed analysis, and produced optimization recommendations resulting in lower costs on an ongoing basis. Carrier rate plan assessments were replaced with objective analysis married with execution of recommendations.
- **Procurement:** Order workflow housed with billing data reduced invoice errors, saved time, and dramatically increased the accuracy of the company's device inventory. Off-loaded ordering and deactivation processes to vendor who executed on client's behalf
- **Help Desk:** Phone and email support provided users with professional and prompt responses. Reduced internal staff burden which was reallocated to strategic efforts.
- **Mobile Device Management (MDM):** Total lifecycle management of devices from activation through retirement drove a closed loop approach.

RESULT

The client realized \$1M in hard dollar cost savings over the three-year contract term, representing a 15% decrease in the monthly recurring costs, coupled with a large-scale process-improvements invoice (\$312K per year; \$26K per month).

CONCLUSION

Profit Enhancement Services' total wireless expense and process management solution not only provides real-time, analytically-driven wireless expense control, but also a **contractually guaranteed ROI**. Our industry-leading system leverages people, process, and technology to help organizations close the best practices gap, increase productivity, and improve profits.