



**Client** IT and Telecom Solutions Provider  
**Industry** Communications  
**Contract Type** Managed Mobility Services

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**Highlights** **Historic Recoveries:** \$1.2 Million  
**Ongoing Program Savings:** \$2.1 Million

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## Background

This Client, an IT and Telecom Solutions Provider, provides its customers a wealth of resources to help deploy and maintain next-generation networks. When the Client realized that their own telecom expenses were excessive, they realized that a comprehensive approach to managing expenses and aligning expenditures with organizational needs was required. In addition, the Client required an outsource partner for other telecom-related tasks such as BES for BlackBerry.

## Approach

The Client chose to outsource Telecom Expense Management (TEM) services to WidePoint, in order to bring telecom expenses in line with corporate needs and outsource other non-core competency tasks related to telecom management.

WidePoint implemented an Expense Management Web portal, to include automated invoice management and on-going audit services. WidePoint also made recommendations for cost reduction initiatives.

An on-site Service Management Web portal was also implemented to streamline procurement, inventory control, and policy enforcement.

WidePoint also managed the Client's BlackBerry Exchange Server (BES) to create and control end-user profiles, the assignment of policies, and validation of recent and recurring connections to the BES for each end user. On-site personnel were deployed for expense management coordination and 24/7/365 Help Desk Support for mobile devices and BES support.

## Results

- Lower total cost of operations, reduction in cost overages and billing errors, and greater control and visibility into the Client's mobile and wireline spend.
- Hard savings of \$1.2 million in historic recoveries and ongoing program savings of \$2.1 million have been achieved to date.

WidePoint has lowered the Client's total cost of telecom operations, reining in the Client's excessive expenses. With WidePoint Managed Mobility Services, the Client has greater control and visibility into consumption, allowing them to align their expenditures with the overall goals of the corporation.

## CLIENT TESTIMONIAL

*"[WidePoint] has been a valued on-site business partner for [us] for nine years. Over this time period, they have provided superior personnel and service in the areas of Telecom Expense Management and wireless device support. [We remain] a highly satisfied customer."*  
*- IT Director*