



Client Global Fast Food Chain
Industry Food & Beverage
Contract Type Managed Mobility Services

Highlights **Total Cost Benefits: \$8,319,200**
Reduction of ongoing mobile service costs: \$500,000+ per year
Overcharges and refunds recovered: \$271,800

Background

The Client is a global operator of fast food restaurants with thousands of locations.

The client issued an RFP seeking a third-party provider to manage services for its mobility program, which included approximately 4,000 devices with voice and data plans from four carriers.

The services included providing the Client's mobile users with end-to-end support for all of their mobile needs, including new and replacement orders, warranty exchanges, end-to-end support such as staging of devices, activations, termination, billing, account changes, etc.

Additionally, the Client was looking for the managed services provider to produce critical analysis, reporting, and proactive action based on the outcome of that analysis along with other value-added products such as insurance programs that might be available.

The client's mobile carrier invoices had not received in-depth audit and analysis at the subscriber, restaurant, and carrier levels. Billing was to individual corporate credit cards to allocate service costs, which made rate plan pooling impossible and created costs exceeding the value of rebates received from the credit card company. Finally, the actual number of devices in service was fewer than estimated by the Client, which mandated that the user required validation.

Approach

WidePoint provided the following initial services:

- Client-branded Web portals for:
 - Expense and inventory management & reporting
 - Policy & procurement, for mobile procurement, customer mobile policy management and device management, accessible by administrative users and device end-users
- Invoice management – receipt and processing of invoices including invoice audit and Rate Plan Optimization
- 24/7/365 Advanced Helpdesk support for users
- Inventory lifecycle management: procurement, repair, repurposing and disposal

WidePoint has added other services including BlackBerry® device activation and deactivation, troubleshooting support, logistics services including inventory management, in-warranty repair management, out of warranty repair management, device refurbishing and device repurposing.

Results

Cost reduction and recoveries were realized through:

- Audit of authorized users
- Audit of invoices against contract
- Move from credit card payments to direct payments
- Rate plan optimization with pooling with results measurement and tuning
- Management of zero use devices
- Carrier contract negotiation consultation
- Inventory management and device re-purposing

■ Review of Invoices, Refunds and Credits for Mobile Services:

\$271,800 in overcharges has been documented and recovered.

■ Reduction of Ongoing Cost, Mobile Services:

Cost reduction is an ongoing process that has produced extraordinary results year after year.

WidePoint has averaged more than \$500,000 in new savings each year and most recent projections are for approximately \$600,000 of new savings.



Total Cost Benefits:

Type	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (Q1)	Total
Optimization Savings	\$141.9	\$867.4	\$338.9	\$285.0	\$409.3	\$192.2	\$2,234.7
Audits & Credits	\$10.7	\$101.4	\$43.1	\$47.1	\$66.1	\$3.3	\$271.8
Mobile Central Equip. Savings	\$18.9	\$77.2	\$62.8	\$93.7	\$93.9	\$25.5	\$372.0
Total Operations Savings	\$171.6	\$1,046.0	\$444.8	\$425.8	\$569.3	\$221.0	\$2,878.5

Type	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 (Q1)	Total
Contract Savings - CRU	\$57.8	\$316.5	\$46.0	\$240.0	\$1,075.6	\$246.7	\$1,982.5
Contract Savings - IRU & OO	\$191.2	\$16.1	\$0.0	\$287.2	\$2,429.4	\$534.2	\$3,582.2
Total Contract Savings	\$249.0	\$332.5	\$46.0	\$527.2	\$3,505.0	\$780.8	\$5,440.7
Total Savings	\$320.6	\$1,378.5	\$490.8	\$953.0	\$4,074.3	\$1,001.8	\$8,319.2

■ **Return on Investment from Operations Only**

	ROI
Year 1	89%
Year 2	587%
Year 3	233%
Year 4	185%
Year 5	246%
Year 6	227%
Life of Engagement	257%