



Client U.S. Federal Agency
Industry Government
Contract Type Managed Mobility Services

Highlights **Annual Mobile Spend Reduced by 26%**
Mission-critical Support from Global 24/7/365 Help Desk

Background

This federal agency's field agents rely on mobile technology to conduct time-sensitive and mission-critical activities throughout the world. Without functional devices and working service, the field agents cannot complete their jobs.

Approach

The Agency's mobile operations were outsourced to WidePoint Managed Mobility Services. The program offers the Agency a 24/7/365 Help Desk, a Service Management Web portal that includes dashboard analytics and robust reporting. Telecom Expense Management (TEM) services are provided by WidePoint's Expense Management Web portal, including a device logistics management, and a secure device disposal/disposition program.

Results

As a result of these services, WidePoint has increased the productivity of the Agency. Next-day replacement service and the globally available 24/7/365 Help Desk support ensures that the Agency's field agents are always equipped with mobile technology tools that allow them to perform their jobs quickly and efficiently. WidePoint negotiated the number porting process with one of the largest carriers to create an expedited process based on the critical needs of the Agency's field agents.

WidePoint has also reduced the Total Cost of Operations for the Agency. In the first year, WidePoint reduced the Agency's annual mobile spend by 26%. The following year, WidePoint forecasts that the combined impact of these initiatives will continue to reduce the Agency's wireless spend by 15-20% per year.

The Agency's main concern was ensuring that their workforce would always have access to their mobile devices and services that they rely on to complete mission critical activities. WidePoint Managed Mobility Services proved that an intelligently planned and efficiently operated program would not only ensure constant access to mobile tools, but could also achieve significant cost savings.

CLIENT TESTIMONIAL

"Our organization, our people, our lives, depend on mobile tools and technology to complete mission critical activities. [WidePoint] ensures that we are always armed with the tools of communication to get the job done."