



Client	Food Service Company
Industry	Food & Beverage
Contract Type	Managed Mobility Services

Highlights **Reduced per-device management cost by 38%**
Annual repeatable savings of \$2,934,157 over five years

Background

The Client recognized it had neither the staff nor the resources to continue to manage its significant—and growing—number of cellular users and sought a complete outsource solution that would also help it control costs. After an RFP process it chose WidePoint to provide Managed Mobility Services.

Before WidePoint was engaged, the Client had used a carrier-recommended service to optimize its cellular telephone contracts, supposedly reducing its costs by more than \$1 million dollars annually.

When WidePoint started, the Client had 5,597 cellular devices and an annualized spend of \$6.831 million costing \$97.09 per unit per month.

Approach

WidePoint's Managed Mobility Services start with robust corporate policies and processes. To begin the engagement, WidePoint worked with the Client to understand its business needs. WidePoint translated these needs into a Wireless Mobility Management Policy. The policy governs who may have a wireless device, the type of device and accessories available based upon the user's role and the approval process necessary to order or change a device, service or accessory. It requires users to purchase only from approved and contracted wireless carriers and to use wireless devices in compliance with the corporate wireless policy, thereby mitigating the Client's liability.

WidePoint employed its online Policy & Procurement tool, translating the Client's policies, processes, and contracts into a branded Web portal for use by the Client, including managers and employees. Users were given permissions in the Portal based upon their roles as defined by the Client. Permissions by role is a powerful tool to define access to information and limit actions by any user to those that are authorized for their role.

To complement the Policy & Procurement Portal, WidePoint implemented Expense Management, Inventory Management, and 24/7/365 full service support Help Desk that covered all of the nearly 6,000 devices.

Results

Reduction of Ongoing Cost: WidePoint enabled the Client to enforce corporate policies and carrier contracts and continuously reduce costs from optimization. Within thirty days costs were reduced by 5% and by ninety days from start they dropped by 32%.

Two years into the contract, the Client had 8,146 wireless units with an annualized cost of approximately \$6.2M. The per unit cost was \$60.10 per month.

The Client realized 38.1% reduction in direct per-unit cost for mobile expenses and it no longer spends valuable resources with time-consuming efforts at managing its wireless devices and users.

Annually **repeatable** savings total \$2,934,157.84 over five years. The Client's costs have continued to decline as a result of WidePoint's proactive management. The average recurring per unit cost for a sample three month period is \$55.29.

New savings produced from a recent 22-month reporting period total \$2,534,481.74.



Managed Mobility Services Implementation

The Client benefited from the robust reporting and inventory management provided by WidePoint. Exception reporting is available for a range of behaviors that may be questioned by management along with drill-down to the detail of the questioned behavior. Zero-use devices are reported from each carrier invoice. The mobile user population has been validated against the Client's HR records. Full details about each user, plan, device, and call detail is now quickly and easily accessible. The Client's mobile procurement catalog is maintained by WidePoint and always conforms to policies and contracts.

Employee satisfaction is improved with the automated procurement processes and professional helpdesk. Procurements are tracked online and are available to users and managers. Procurement tracking includes the entire approval process, as well as the status of orders and vendors. Helpdesk works with each employee to activate a new device, relieving employee frustration. Helpdesk also provides a single point of contact for procurement support, lost and stolen device reporting, emergency device replacement and device and carrier break fix.

WidePoint used its proprietary Rate Plan Optimization software to reduce costs and provide a best fit between contracts, users, and the overall needs of the Client

Service Additions

- Current units under management increased to more than 13,000.
- The Client opted to utilize WidePoint's inventory optimization services; savings exceeded \$400,000 annually.