

Customer Story: Energy Company Brings Wireless Device Management Back on Track

The Problem: Lack of Wireless Strategy Leaves Management in the Dark

The new CIO for a large energy management company knew he had a problem. In fact, multiple problems. It was 2012 and he had been hired to lead the company's entire IT organization, including servers, networks, data centers, applications, and telecommunications. One area, which needed attention, was clear: identifying opportunities to reduce expenses and become more efficient. Every dollar saved in infrastructure was an after-tax dollar that could be better used elsewhere in the company.

The team in place could handle all of these projects internally except for telecommunications, which was a big complicated black box. They had 600+ mobile phones and MIFI devices from a variety of different carriers – Verizon, ATT, Sprint, and others. Phone plans and services were all over the map, with no centralized purchasing process and no pooling strategy to efficiently share minutes. Worst of all, without a comprehensive telecom spend management program, they couldn't generate usage reports in



order to provide employees and management with timely visibility into their spending trends. Employees were running up charges without any visibility or consequences.

How Did Network Control Solve It?

Network Control immediately assigned an audit onboarding specialist to their account, filed Letters of Agency with Verizon, and switched all invoice delivery so that they could quickly review and recommend where the largest issues might be.

Once they had access to the

Since telecom spend analysis is not our core competency, I don't want my team wasting time on it. Network Control can do it better than my people can.

invoice data, they quickly completed a full inventory of all phones in the company. They found unused phones, phones on the wrong plan, international travelers paying large roaming charges, even phones for people no longer with the company. They found many billing anomalies and

Getting these reports let us not only compare all carriers and charges apples to apples, but it allowed us to see the entire orchard.

misapplied contract rates, as well as significant personal phone use that was being billed to the company. They filed and tracked new disputes with Verizon for every incorrect charge. They also shifted phones to different plans as appropriate to share minutes and increase efficiency.

Next, Network Control moved the company to their own client-branded mobile device-ordering portal, which they linked, into the company's back office system for seamless wireless support. When employees called for help related to their phone or account, the call went straight to the Network Control help desk, which was tied in to the company's internal ticketing system.

After working through the existing wireless services and phones, Network Control set up a system of review meetings and emailed reports to maintain a high level of wireless insight and efficiency. They sent out individual reports of usage, managerial reports with roll-ups, and executive reports showing cost allocations and exceptions every month. When plans changed or new capabilities or phones became available, Network Control could proactively make suggestions to the company about how to keep their wireless strategy on track and under budget.

Results

Two years after the initial cutover to Network Control, wireless telecom management at the company looked entirely different. The company reduced the average cost per phone by 25%, from \$83.33 to \$62.67 per month. This resulted in over 50% reduction of their wireless spend annually and savings of several hundred thousands. Employees now ordered and received support for their mobile phones through Network Control. And every month, Network Control presented their telecom bill for payment "on a silver platter."

The CIO was completely satisfied with having Network Control manage all his telecom.

About Network Control

As a TEM/WEM outsourced services provider Network Control helps companies in a range of industries reduce short- and long-term voice, wireless and data communications expenses.

At the same time our team will improve your overall service levels, help to obtain better contract terms and empower management with the control and visibility to manage all communications cost drivers with fact-based decision making.

Network Control

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