

# MANUFACTURING LEADER GOES GLOBAL WITH vMOX

**ABC Manufacturing taps vmox for comprehensive international enterprise mobility management**

## CUSTOMER PROFILE

- Leading manufacturing company with 10 factory facilities
- U.S. headquarters and five international locations across EMEA and APAC
- More than 7,000 devices in service across six carriers

## CHALLENGES

- Lack of international carrier knowledge
- Local procurement
- Inconsistent user experience across countries
- Plan monitoring and optimization
- Integrated accounting across currencies
- Taxed internal resources
- Operating in multiple time zones
- Lack of negotiation expertise
- Lack of usage visibility
- Spotty / unreliable service
- Unavailable end user service (help) desk

 **Global Visibility**

 **Expedited Support and Procurement**

 **Comprehensive Accounting**

 **International Standards Compliance**

 **Localized Management Platform**

 **Thousands of Dollars in Monthly Savings**

## AS WELL AS:

- Plan optimization for more than 7,000 devices
- Detailed visibility via the vMOX management portal
- Centralized reporting and administration

*All with no service disruptions*



*\*Convergent Case Study: ABC Manufacturing. Convergent case studies combine real-world results for multiple clients into a hypothetical client scenario to demonstrate a broad range of services and potential outcomes from vMOX.*

## OVERVIEW

ABC Manufacturing is a global leader in consumer goods manufacturing. The U.S.-based company has 10 locations—five of which are located in the Europe, Middle East and Africa (EMEA) and Asia-Pacific (APAC) regions. ABC Manufacturing manages more than 7,000 mobility devices—smartphones, tablets, Mi-Fi appliances—across 12,000 employees.

## CHALLENGES

ABC Manufacturing's IT team was presented with new mobility management challenges when it acquired a European-headquartered consumer products company with five international factories. ABC scrambled to consolidate mobility plans and policies, but the team was not familiar with carrier options or industry regulations in its five new locations: Brussels, Madrid, St. Petersburg, Sydney and Guangzhou.

The team attempted to negotiate international carrier contracts that were up for renewal, but quickly discovered they had overestimated usage in some areas while underestimating it in others. Because management of all the international lines was not centralized, the team found it difficult to get a handle on inventory and usage.

Dealing with different currencies and fluctuating exchange rates also made reconciling accounting ledgers extremely complicated. ABC couldn't keep up with billing errors or plan changes.



## RESULTS

### SOLUTION AND RESULTS

With limited internal resources and little to no knowledge about operating in foreign markets, ABC turned to managed mobility services provider vMOX for help. vMOX was able to leverage its European and APAC expertise to analyze and renegotiate its plans and rates where appropriate. vMOX also provided each location's administration team with access to the vMOX OnePortal platform for a consolidated view of the company's enterprise mobility assets. Since the platform could be customized with local time zone and currency preferences, the team found it very easy to use.

Once vMOX had a comprehensive view of ABC's plans and usage, it was able to uncover thousands of dollars in monthly savings for the manufacturing firm. In addition, costs for local procurement and delivery decreased once vMOX streamlined those processes for each locale.

vMOX continues to monitor and manage the customer's enterprise mobility program, uncovering additional savings and providing valuable consulting on business processes and policies. With vMOX as a partner, ABC is now confident its enterprise mobility environment — both domestic and international — is being managed in the most efficient and cost-effective way.

- ✓ **Centralized Management Via OnePortal**
- ✓ **Regional Knowledge**
- ✓ **Localized Platform**
- ✓ **Regionally Adapted Solutions**
- ✓ **Procurement Support In All Regions**
- ✓ **Up-To-The-Minute Currency Adjustments**
- ✓ **Data Protection and Compliance With GDPR**
- ✓ **Expertly Negotiated Contracts**
- ✓ **Substantial Cost Savings**
- ✓ **Less Demand On Internal Staff**
- ✓ **Reliable Communication From One Site To Another**
- ✓ **Ongoing Program and Policy Consultation**
- ✓ **Uninterrupted Service**

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