vMOX

EDUCATION GIANT GAINS UNPRECEDENTED WIRELESS VISIBILITY AND COST CONTROL

Customized workflows and BYOD program management transform company's enterprise mobility

CLIENT PROFILE

- Multinational educational, publishing and research company
- Approximately 1,800 mobile devices across 14 wireless carriers globally

CHALLENGES

- Mobile policy development and enforcement
- Approval workflows and oversight
- Mobile expense management
- IT asset management

$18K
Monthly Savings

$380K
Historic Cumulative Savings

─── AS WELL AS: ───

- In-depth policy consultation and ongoing management
- Assisted migration to BYOD
- Customized approval processes
- Close monitoring of lines and usage
- Detailed visibility and customized reporting
- Centralized administration and management

All with no service disruptions

OVERVIEW

For more than 200 years, this client has developed and nurtured the world's knowledge ecosystem as a global leader in research and education. With more than 7,000 employees worldwide, they provide content, platforms and services to help education seekers, purveyors and institutions.

CHALLENGES

Like many larger companies, they required more visibility into and control of its mobile wireless communications. The company's leadership knew that tightening up mobile device policies and focusing on optimization across carriers would realize significant efficiencies and cost savings. The challenge was how to execute those strategies.

The client partnered with vMOX in 2021 to address its existing mobile issues and create a plan for future improvements in the following areas:

- Visibility and reporting
- Cost optimization
- Policy monitoring
- Approval processes
- BYOD migration

SOLUTION AND RESULTS

The company is gaining unprecedented control over its wireless environment with vMOX's help in managing its enterprise mobility program, financials, and ordering and provisioning processes. Here's how:

- Visibility and reporting — vMOX's OnePortal^{SM} enables managers and administrators to see and analyze the company's devices, lines and usage in real-time. The tool also generates granular reports on demand that aid in mobility management. Additionally, vMOX gave the client's employees customized access to OnePortal^{SM} to streamline device requests and orders.

- Cost optimization — They realized savings after implementing vMOX's initial recommendations and has continued to do so for the duration of the partnership. With vMOX's optimization changes, they average about $18,000 in savings monthly, with more than $380,000 in cumulative savings to date.

- Policy monitoring — vMOX ensured the client could monitor key aspects of its mobility usage policies through OnePortal^{SM} and served in an advisory role for creating new policies.

- Approval processes — vMOX customized a workflow within OnePortal^{SM} to facilitate an approval process unique to the company. All mobility requests and changes are now easily and quickly funneled to senior staff for review.

- BYOD migration — vMOX is advising the client as it moves a large number of its devices to a Bring Your Own Device (BYOD) program. vMOX's expertise in contract negotiation, billing intricacies and early termination fees enables management to streamline the program changes and support users during the process.

In addition to tightening up the company's visibility, policy management and cost control, vMOX plans to work with the client on its international enterprise mobility. With customized mobility solutions, various platform integrations and international mobility expertise, vMOX will enable the company to optimize costs and refresh policy for its wireless users in a dozen other countries outside the United States and Canada.