

MULTINATIONAL CONSUMER GOODS COMPANY STREAMLINES MOBILITY MANAGEMENT, UNCOVERS BIG SAVINGS

Cost optimization and contract renegotiation enable cost-effective mobility program growth

CLIENT PROFILE

- Multinational manufacturer with more than 40,000 employees in 60 countries, selling more than 20 million products daily
- More than 1,600 devices (primarily smartphones) with two providers

CHALLENGES

- Poor contract negotiation
- Rising equipment costs
- Little visibility into zero-usage lines
- Limited end user support

\$17K

Monthly Savings

\$421K

Historic Cumulative Savings

AS WELL AS:

- Complete elimination of unused lines
- Close monitoring of lines and usage
- Detailed visibility and reporting
- Centralized administration and management

All with no service disruptions



OVERVIEW

This client is a multinational consumer goods manufacturer headquartered in Europe and operating in 60 countries. They have operated in the health, hygiene and nutrition business for more than 200 years and sell more than 20 million products per day.

CHALLENGES

One of the company's global business units struggled to reduce mobility and equipment costs. They found the large number of devices and lines to be unmanageable, resulting in expensive overhead and stranded inventories. In addition to insufficient resources to properly manage their wireless environment, they also struggled with providing end-user support.

The client called on vMOX for help with the following:

- Line audit and optimization
- Device cost assessment
- Carrier contract negotiation
- Support desk assistance

SOLUTION AND RESULTS

Almost immediately, vMOX uncovered approximately 400 unused lines across the Americas. Over time, the company reduced its line count by 25%, resulting in significant savings throughout its footprint.

vMOX has also assisted the client with three contract negotiations with the new and existing carriers over the

last two years, realizing significant savings in line and equipment costs. On a recent negotiation, vMOX helped them save \$54K annually simply in plan cost reductions. This excluded international discounts, an annual bonus of up to \$56k and discounts on high-end devices vMOX also negotiated. Since the beginning of the relationship, vMOX has helped them save more than \$421,000, with an average monthly savings of \$17,000. This breaks down to about \$34.75 per line, which is significantly less than the \$50.49 per line that the company was paying before partnering with vMOX.

The client also added another mobile carrier to give employees a choice of providers based on performance in their respective geographies. Introducing another provider had the added advantage of keeping rates competitive.

Over the years, vMOX has earned the complete trust of the client team. So much so that recently they added End User Service Desk, providing employees with consistent, quality support while managing its growing ticket volumes. Now they are able to drastically improve ticket response time, directly impacting employee productivity and morale.

With the savings and efficiencies vMOX has found in device management, expense management, procurement and service desk support, the company can now confidently and cost-effectively grow and expand its enterprise mobility program.



Managing mobile phones and their contracts is a full time job. When I brought vMOX on board it did not take long to realize a return on my investment. Not only did vMOX save us lots of money, they saved us our most precious commodity, time.”

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