Comparison Guide
USING vMOX ONEPORTAL VS. THIRD-PARTY TOOLS

vMOX OnePortal℠

USER EXPERIENCE
- The vMOX OnePortal℠ platform is designed to give users an "Amazon-like" e-commerce experience which is intuitive and simple. Users get access to information which may not be available to them via an ITSM integration such as device availability, device specifications/capabilities, usage and spend trends, etc.
- Users and Managers receive a more personalized and consistent view of their environment with access to billing data, breakdown of charges, usage trends, unbilled usage, alerts and notifications.
- OnePortal℠ is a dedicated platform that will increase accountability and influence user behavior, ultimately driving down program costs.
- Users need to be trained on how to use the platform.
- Languages are limited to only those available inside OnePortal℠.

BUSINESS PROCESS
- Incorporation of OnePortal℠ into the client's business processes will require some planning, communication and training. Teams may have to swivel chair between systems if an integration for data flows is not created (e.g. HR feed to keep user data updated).
- Self-Pay option is available.

AUTOMATION
- Client can take advantage of full suite of automation offered by vMOX including, but not limited to, order placement and updates, tracking, approval reminders, usage alerts, automated employee onboarding and offboarding, invoice validation, optimization and more.
- Approval routing is configured within OnePortal℠ and managed by vMOX.

CATALOG MAINTENANCE
- Near real-time catalog updates ensure the latest prices and device availability in OnePortal℠ so the user makes informed purchase decisions and reduces escalations/delays.

POLICY ENFORCEMENT
- Policy enforcement is built into OnePortal℠ and configured as part of the onboarding process. Key data points related to policy are available in the system such as usage limits, ETFs, buddy upgrades and device eligibility.
- Enttitlments are configured within OnePortal℠ and managed by vMOX.

COST
- There is a lower integration cost and less resource requirements for client development work.
- Maintenance costs predominantly fall on vMOX. The responsibility to maintain any integrations (HR feed, UEM) is with the client.

Punchout

USER EXPERIENCE
- Users have a single, familiar place for all their ordering, purchasing and approval needs. Login challenges can be mitigated by SSO, an intuitive ordering tool like the OnePortal℠, and a good internal knowledge base.
- Users are required to fill out additional information before and after the punchout which can add time to the process.
- Approvals happen in the punchout tool, but orders are sent to vMOX and then appear for processing once they are fully approved.
- Users and Managers may miss additional information and recommendations if they do not have access to, or are unaware of, OnePortal℠ which is powering their mobility program in the background.
- Languages the user has access to are tied to the punchout language capabilities, which should already meet the clients internal language requirements. However, updates and creation of new ordering tickets/forms that require translation will require time and cost investments by the client.
- OnePortal℠ latency or downtime directly affects user experience most times not understanding what is preventing them from continuing their punchout session.

BUSINESS PROCESS
- Different types of vendors can be centralized in one location for purchasing.
- Client is responsible for managing and monitoring orders that get "stuck" or are pending approval within the purchasing system. Time can be lost when vMOX receives an escalation for an order that has not yet been approved which can impact the user experience.
- Self-Pay option is available.

AUTOMATION
- Automation available for procurement workflows.
- Approval routing is configured within the punchout system and managed by the client.

CATALOG MAINTENANCE
- Punchout has the same functionality as OnePortal℠ since the client will punchout to the vMOX ordering process directly.

POLICY ENFORCEMENT
- Punchout has the same functionality as OnePortal℠ since the client will punchout to the vMOX ordering process directly.
- Entitlements are configured within OnePortal℠ and managed by vMOX.

COST
- Client will need specialist development work in their punchout to configure the ordering process/forms and commodity codes. This will require a time and financial commitment and can lead to project delays while waiting for available resources.
- Maintenance costs for a punchout integration are generally higher for the client. They must ensure any new developments and releases for their punchout tool do not impact the OnePortal℠ integrations and appropriate testing is done.
- Updates to the ordering forms and process can be a lengthy process and are tied to a release schedule or development freeze.

ITSM (e.g. ServiceNow, Jira)

USER EXPERIENCE
- Users have a single, familiar place for all their ordering, purchasing and approval needs. Login challenges can be mitigated by SSO, an intuitive ordering tool like the OnePortal℠, and a good internal knowledge base.
- ITSM forms used for ordering can be less intuitive and dynamic versus OnePortal℠. ITSM forms often do not match an e-commerce retail experience that users have come to expect.
- Approvals happen in the ITSM tool and orders will not be sent to vMOX until they are fully approved. The process of managing approvals in the ITSM will likely be more familiar.
- Users and Managers may miss additional information and recommendations if they do not have access to, or are unaware of, OnePortal℠ which is powering their mobility program in the background.
- Languages the user has access to are tied to the ITSM language capabilities, which should already meet the clients internal language requirements. However, updates and creation of new ordering tickets/forms that require translation will require time and cost investments by the client.

BUSINESS PROCESS
- They are lower requirements to change or update business processes. vMOX OnePortal℠ will integrate directly with the ITSM. Most client teams will work within the same tools following the same processes as they do today.
- Client is responsible for managing and monitoring orders that get "stuck" or are pending approval within the purchasing system. Time can be lost when vMOX receives an escalation for an order that has not yet been approved which can impact the user experience.
- Self-Pay is not available.

AUTOMATION
- Automation is available but dependent on the capabilities and depth of the integration with the ITSM. Some automated feature functionality may not be possible without the right data inputs from the ITSM. Automation may also not be desirable if the users do not have visibility into OnePortal℠ or know that vMOX exists.
- Approval routing is configured within the ITSM integration and managed by the client.

CATALOG MAINTENANCE
- Near real-time catalog updates are only available if supported by the ITSM integration and ordering forms. The user experience tends to be better through OnePortal℠ versus an ITSM ticket/form.

POLICY ENFORCEMENT
- Policy enforcement needs to be considered and built into the ITSM tool. Data around ETFs, buddy upgrades and device eligibility may not exist in the ITSM tool so employees and managers may not be able to make informed decisions regarding policy enforcement.
- Entitlements are configured within the ITSM integration and managed by the client.

COST
- Client will need specialist development work in their ITSM to configure the ordering process/forms and commodity codes. This will require a time and financial commitment and can lead to project delays while waiting for available resources.
- Maintenance costs for an ITSM integration are generally higher for the client. They must ensure any new developments and releases for their ITSM tool do not impact the OnePortal℠ integrations and appropriate testing is done.
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vMOX