

# FACILITIES MANAGEMENT LEADER CALLS ON VMOX TO STREAMLINE ENTERPRISE MOBILITY

**Device lifecycle management, help desk administration simplify operations across 100,000 locations**

## CLIENT PROFILE

- Leading North American facilities services provider
- Provides facility hygiene services to more than 100,000 customer locations
- Nearly 4,000 devices in service with three providers

## CHALLENGES

- Six mergers bringing lines/devices under management
- Limited internal resources
- Device recovery and distribution/termination
- Logistics for multiple sites
- Plan monitoring and optimization

**~\$350K**

**Cumulative Savings**

(IN THE FIRST 2.5 YEARS OF THE CONTRACT)

**\$22K+**

**Ongoing Monthly Savings**

## AS WELL AS:

- Plan optimization for nearly 4,000 devices
- Detailed visibility via the vMOX management portal
- Centralized reporting and administration across service providers

**All with no service disruptions**

## OVERVIEW

This client is North America's largest privately owned facility services provider, serving more than 100,000 customer locations. The company provides essential services to buildings, such as janitorial, landscaping, maintenance and repair. The company relies on nearly 4,000 devices, primarily tablets and smartphones, to connect employees in the field and track their time.

## CHALLENGES

The client's complex mobility environment was about to get more complicated. Multiple pending mergers would bring many new mobile plans and devices into the mix. Plus, managing multiple carriers and never-ending contract negotiations was taxing internal resources. The overburdened IT team was concerned about potential service interruptions that mismanagement of these mobility changes could cause.

## SOLUTION AND RESULTS

The client called on vMOX to get its mobility management under control. After conducting initial cost optimization assessments, vMOX created several custom integrations to tie their real-time data and accounting to vMOX's OnePortal platform. The integrations enabled granular reporting and real-time usage assessment and streamlined mobile device logistics and procurement. vMOX now receives, sanitizes and preps devices in addition to shipping them to users.

vMOX uncovered monthly savings of approximately \$22,000 for them through targeted cost optimization, contract consulting, and centralized management and analysis. vMOX also created custom integrations with Freshdesk and 8x8 to provide efficient and reliable helpdesk services, fully backed by vMOX's 100 percent regional service desk team of experts.

With the perfect balance of advanced, proprietary technology, mobility expertise and unmatched customer service, vMOX now supports their mobility environment while providing added value and significant cost savings.