

HEALTHCARE PROVIDER CUT MOBILITY COSTS IN HALF AND ELIMINATES FRAUDULENT ACTIVITY

**An employee's unauthorized
device procurement scheme cost
the client over \$42,000**

CLIENT PROFILE

- US-based healthcare information provider
- 1,005 devices
- \$1.0M+ annual mobile spend

CHALLENGES

- High monthly costs
- Increasing voice and data usage
- Management and reporting in multi-carrier environment
- Outdated corporate policies and guidelines

51%

Average Monthly Savings

\$42K

of Fraud Detected

AS WELL AS:

- Centralized reporting, management and procurement across two service providers
- Lower costs despite large increase in line count and voice and data usage

All with no service disruptions or carrier changes



OVERVIEW

One of the country's largest healthcare information providers, with over \$400M in annual revenue, was spending an increasing amount of money and man hours administering their corporate-sponsored mobility program. Their environment was complicated: they issued both smartphones and tablets to employees and utilized two different service providers.

CHALLENGES

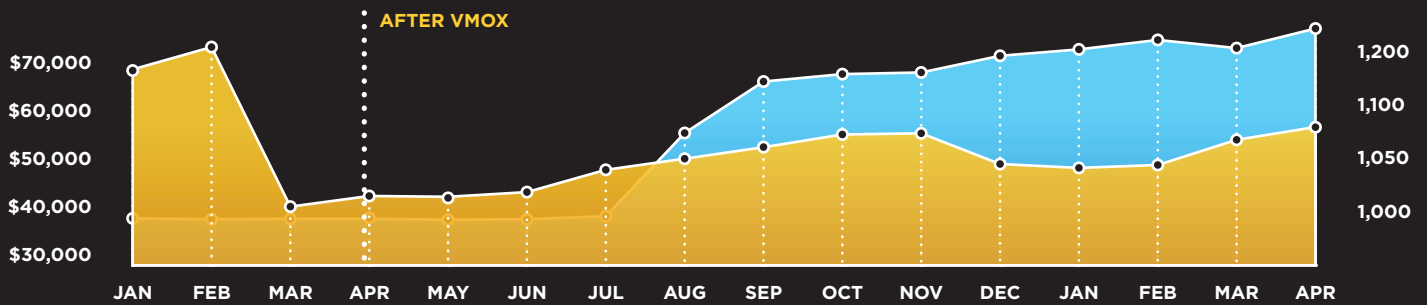
As the company increased in size they lost control of their mobility expenses and management processes. Their costs were skyrocketing, while tasks like device procurement and service activations and deactivations were done reactively on an 'as-needed' basis, with few guidelines and very little oversight.

SOLUTION AND RESULTS

The patented vMOX optimization technology analyzed historical usage patterns for each of the client's 1,005 lines and, referencing our proprietary carrier plan database, aligned each with the most appropriate plans available. The team also identified and removed, with the client's permission, redundant calling features and items that were active on a few lines. Altogether these changes resulted in 41% savings in the first month, with no provider changes, and no changes to the end-user's experience.

TOTAL MONTHLY COST/TOTAL LINES IN SERVICE

● Current Charges | ● Number of Users



SOLUTION AND RESULTS (CONT.)

Our analysis also identified 100 newly activated lines that had zero usage over a three-month period, which is an abnormally high number given the client's total line count.

Further research into those devices revealed that they were all brand-new smartphones, and were registered to generic centers, not employee names. We brought this issue to the client's attention, and their internal investigation determined that the employee responsible for procurement had fraudulently purchased the devices on the corporate account and privately resold them for his own financial gain. This fraudulent activity cost the client more than \$42,000 over the period. The vMOX team reviewed industry best practices with the client, and helped them bring their corporate policies and guidelines up to date.

The vMOX portal helped the client streamline management and reporting activities across both of their providers. Rather than log into separate portals and manually compile aggregate reports, they now visit the vMOX portal and access a comprehensive view of their entire environment, from inventory to usage and spend. When they are ready, they can also utilize the portal for all of their service management and devices procurement activities.

The initial cost reduction numbers were impressive, but as the company grew, so did the savings. Over 18 months they added 287 lines to their environment, and saw their overall voice minutes and data usage increase by 366% and 434% respectively. Yet over that same period their average cost per line decreased from \$84.48 to \$49.63. Their average monthly savings over that period was \$57,530, and the overall average savings percentage was an astonishing 51%.

