

A GLOBAL RESEARCH LEADER LEAVES vMOX... AND IMMEDIATELY SEES THEIR MOBILITY COSTS RISE

Despite exceptional results, their new parent company decided to move them away from vMOX. They quickly learned that nobody can do what we do.

CLIENT PROFILE

- \$4b global market research firm
- 1,280 devices
- AT&T, Verizon and TELUS
- Moved from vMOX to another provider after six years

12%
Increase in Cost

LACK OF VISIBILITY
into MACDs and Inventory Change Activity

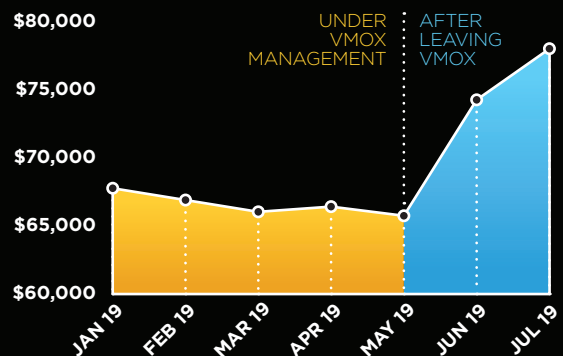
DELAYED
Reporting



OVERVIEW

A worldwide consumer research provider had been engaged with vMOX for over six years, continually achieving impressive savings numbers and utilizing the portal for enterprise-wide administration and reporting. After an acquisition by a larger corporation, the company's new upper management decided to have a well-known Telecom Expense Management (TEM) firm, who was already managing the landline services for the larger company, take on their mobility management as well. However, this TEM's focus was not mobility, and the size the size and complexity of our former client's corporate mobile environment quickly proved to be a challenge for them.

MONTHLY CHARGES



IMMEDIATE FINANCIAL IMPACT

vMOX's mobility optimization platform received a patent for a reason: it's unique in the industry. No one else can continuously deliver the level of savings and operational efficiencies that we do. This fact was realized by this client almost immediately after leaving vMOX.

One huge driver of cost savings is the daily analysis and adjustments that vMOX's software enacted with this former client's carriers. Devices that hit a usage threshold were instantaneously shifted to more appropriate group or individual plans, while less active lines shared data from a closely monitored pools. The continual monitoring and adjustments that vMOX's software delivers protected the former client from costly overage charges, and from paying for usage that wasn't consumed during the billing period. In the months after this company left vMOX, the new TEM has not come close to managing this process with the same tenacity. All devices, including those with extreme usage, were put in one large usage pool, which incurred over \$4,100 in overage charges in the first month. No adjustments were made in month two, and this expense grew to \$7,700. Yet, the TEM over these two months didn't seem to notice the overage or take any proactive action.

Overall, the average cost per device for this company was \$52.52 in the last full month under vMOX management and grew to over \$60 two months later under the new TEM. That's an increase of 12% in two months!

The other frustration that this former client experienced after the move was lack of visibility on the operations side. While vMOX's portal provided them with comprehensive online tracking of inventory, billing, tickets and all the changes made to their accounts, their new TEM incorporated minimal amounts of automation into their systems, resulting in highly manual, and time delayed order processing and reporting.

Our team still keeps in touch with this former client and based on their feedback we wouldn't be surprised if they moved their mobility management back to vMOX in the coming months.

