

RENTAL COMPANY IMPROVES SERVICE, DIGITIZES WORKFLOWS AND POWERS SERIOUS MOBILE SAVINGS

Plan optimization, logistics and service desk reduce spend and save time

CLIENT PROFILE

- One of the world's largest equipment rental company with nearly 1,500 rental locations
- Nearly 20,000 devices in service across eight providers
- Integrations into VMware Workspace ONE, Workday, SAP Concur, Okta and ServiceNow

CHALLENGES

- Multi-carrier management
- High-volume service desk
- Plan monitoring and optimization

\$2.2M
in Savings
in the
First Year

\$265K
Avg. Ongoing
Monthly
Savings

2,500
Avg. Service Desk
Calls Per Month
Processed

AS WELL AS:

- Plan optimization for 19,430 devices
- Detailed visibility via the vMOX management portal
- Centralized reporting and administration across eight different service providers
- Automated and customized workflows

All with no service disruptions or carrier changes

OVERVIEW

This large equipment rental company offers more than \$15 billion worth of equipment to customers in construction, manufacturing, utilities and more. They have an extensive, integrated network of rental facilities across North America, Europe, Australia and New Zealand. vMOX provides managed mobility services for the locations base in the U.S. and Canada.

CHALLENGES

The company was dissatisfied with its former mobility management provider. With nearly 20,000 devices under management—mostly smartphones across eight carriers, including AT&T, Verizon and Bell Canada—the equipment rental giant needed a full suite of mobility management services, including plan optimization, logistics, service desk support and more.

When partnering with vMOX, they set clear expectations for progress and milestones. Within a year, vMOX was able to meet and exceed every benchmark by fine-tuning its solutions to their needs, seamlessly providing customized analysis, functionality and reporting.

SOLUTION AND RESULTS

The client was already vigilant about managing mobile devices and spend management and welcomed assistance with carrier contract negotiations. This process optimized costs by introducing several new plans that better fit the company's usage. Since partnering with vMOX, they achieved cumulative first-year savings of \$2.2 million and average ongoing monthly savings averaging \$265,000.

Additional savings were generated from lifecycle management. vMOX now helps the client better manage zero-usage devices by:

- Processing unassigned devices within two weeks of an employee's termination or leave date
- Achieving logistics efficiencies from those processed devices through a cataloged inventory of available devices (if someone needs a new device but isn't upgrade-eligible, there are plenty of existing devices to choose from)
- Devices that don't "make the grade" to go back into inventory and are recycled

The client also partners with vMOX for 24/7 end user service desk support. vMOX helped field and address approximately 16,000 service calls over a six-month period, reducing administrative burdens on their team and providing employees a streamlined internal customer experience.