



# ENVIRONMENTAL CASE STUDY

GoExceed Completely Renovates Wireless Device Environment, Saves Customer Millions

## CLIENT PROFILE

- Environmental vertical
- Fortune 1000 company
- 16,000+ wireless devices
- Verizon, AT&T, TELUS

## CHALLENGE

- Mobility costs on the rise
- Lack of dedicated mobility staff
- Helpdesk tickets overwhelmed with service requests

## RESULTS

- Over \$4M savings
- Integrated mobility helpdesk
- Streamlined device procurement
- Ongoing cost optimization



## CHALLENGE

This USA based customer operates in the environmental vertical. Employees frequently travel to outdoor work sites and must remotely access the company's proprietary software. With over 16,000 wireless devices deployed from three different carriers, managing their mobile environment became a tedious and overwhelming task. Their IT spend outweighed the budget, and costs had to be cut – but management did not have the ability to manually review all 16,000 device lines. Furthermore, IT management was responsible for hundreds of weekly mobility-related help tickets, such as device orders, upgrades and troubleshooting, in addition to all other technological issues. The company felt it was imperative to streamline their mobile wireless processes and optimize their IT spend - so they partnered with GoExceed for the solution.

## SOLUTIONS

GoExceed's first step was to conduct an initial analysis of the client's mobility landscape. By auditing the company's monthly wireless bills, our optimization technology immediately uncovered hundreds of unused devices with active lines. Our analysts also highlighted excessive data overage fees, and utilized data usage trends to determine the appropriate data plan for each line. With the company's authorization, by removing unused lines and adjusting data plans to best suit each line we eliminated \$60,000 per month in excess IT spend.

The next step was to restructure their IT helpdesk process. The company utilizes ServiceNow for their helpdesk ticketing system, but the high amount of mobility-related issues overshadowed other tickets, particularly device order requests. Rather than manually fulfilling these requests on their end, we integrated their helpdesk system into GoExceed's ticket system powered by ZenDesk. All mobility tickets are now automatically routed to GoExceed's helpdesk. We fulfill mobile device orders, mobile service requests and troubleshooting – effectively streamlining the wireless device procurement process.

## WIN

GoExceed continues to support this customer with our integrated helpdesk support, and we provide ongoing monthly bill auditing and cost analysis to optimize the client's IT spend. By restructuring their wireless device environment, we lifted the burden from the company's IT staff, allowing them to allocate their resources elsewhere. Furthermore, when contract renewals are due, our team negotiates with carriers on the client's behalf to ensure they receive fair, industry standard rates.

Over the span of two years, GoExceed saved this company over \$4,000,000 in mobility cost. The customer recently signed a 3-year contract renewal with GoExceed - clearly indicating a highly positive ROI in this ongoing partnership.