

EQUIPMENT MANUFACTURER CASE STUDY

GoExceed Automates Manual Mobility Processes,
Saves Client \$17,000+ Per Month

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CASE STUDY SUMMARY



Client is in the Food Equipment Industry



3,200+ wireless devices company-wide



Verizon is the sole carrier for this company



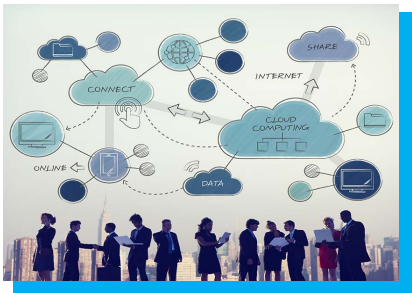
Employee who previously managed mobility left the organization



Looking for ways to save money on a tight budget

OBJECTIVE

The customer is a US-based food equipment company with over 3,200 wireless devices deployed. The client was losing one of their senior techs while experiencing large business growth, a huge and aggressive priority list of new implementation goals, and the tenuous task of keeping up with the day to day operations. Mobility expenses have increased significantly due to surging data consumption. The client was looking for ways to reduce costs, yet rid their employees of the mundane tasks that come with managing mobility. There was a desire for a more efficient way to manage their internal mobility landscape as it stands today. There was little automation in their mobility processes at the time, which resulted in labor-intensive daily tasks. As a result, wireless devices were ordered manually and their Freshservice help desk system was not used to automate tedious order routing to end users. Even though manual processes managed to accomplish most day-to-day tasks, those same processes actually cost the company more money, resources, and time than was necessary. Due to the ever-growing consumption of data and increasing mobility expenses, seeking a Wireless Expense Management (WEM) partner was a major priority, which led them to GoExceed.



The GoExceed team conducted a detailed analysis of the client's mobility environment and identified immediate savings opportunities. Within one billing cycle, GoExceed was able to reduce the client's mobility spend by 34%, lowering the average cost of about \$17,000 per month which equated to over \$200,000 annually. Savings was accomplished WITHOUT changing the customers current wireless carrier or impacting their existing contract with Verizon.

Utilizing OneSync, GoExceed was also able to seamlessly integrate with Freshservice, the client's current helpdesk ticketing system. This integration allowed the client to process all of their wireless device/accessory orders, carrier requests (M.A.C.D.), and end-user tickets, through Freshservice which eliminated all of their manual order routing processes.

OneSYNC also was able to push all of their current deployed assets into FreshService so their current help desk could leverage one system rather than having to learn and use multiply software solutions.

RESULTS

After instituting GoExceed's mobility management solutions there were no changes to the client's carriers, internal protocols, or overall end-user experience. The client did experience immediate cost savings on their wireless bills and the tracking/ordering of equipment was fully automated while visibility was drastically improved. Due to a very successful partnership, this client allowed GoExceed the ability to start contract negotiations with Verizon. Wireless contracts use vague and sometimes confusing wording which can strategically hide costs/fees which translates directly to actual costs for clients. GoExceed specializes in analyzing these carrier contracts and comparing them against similar contracts of size and vertical. This solution alone will often free up IT budgets and allow companies to reallocate funds for more impactful projects in the future.



After the first billing cycle with GoExceed, we saved them a total of 34% from their past bill

\$17,000+

Total monthly savings exceeded \$17,000

\$200,000+

Total yearly savings exceeded \$200,000



Manual processes became 100% automated