



NON-PROFIT CASE STUDY

GoExceed Reduced Spending By 40% And Uncovered \$70,000+ In Past Carrier Over-billed Charges

CLIENT PROFILE

- International non-profit
- 750 mobile devices
- \$500K+ annual mobile spend

CHALLENGE

- Increasing data costs
- Poor visibility into spend and usage data
- Unresolved carrier credits

RESULTS

- Monthly mobile spend reduced 40%
- Detailed reporting on billing, inventory, and procurement
- No service disruptions or carrier change

OVERVIEW

The client is an international Non-Profit which provides mobile phones, tablets, and wireless routers to approximately 750 employees around the United States. All employee requests for new devices, service upgrades, or deactivations are manually sent via e-mail to the IT team for processing.

CHALLENGE

The client's wireless costs were increasing each month. Their IT team was tasked with managing the mobility program. IT team members estimated that on-average they spent more than 45% of their time gathering and auditing data from hundreds of pages of invoices, manually building cost reports, and placing/tracking orders with carriers.

WIN

By analyzing recent invoices and using our proprietary algorithms for optimizing carrier rates, we were able to match each of the client's users with the most appropriate plan. Once implemented, our changes reduced the average cost per user by over 35%. Our deep analysis of the client's carrier contracts resulted in credits for previously billed incorrect charges and lines still incurring charges that were actually inactive. This immediately resulted in an additional \$100,000 in savings. All of this was accomplished with no carrier changes or interruptions of service at any time.

