

5 Most Innovative Helpdesk Companies 2023

CIO Bulletin

www.ciobulletin.com



Bob Chvatal | CEO

GoExceed

**Industry Leading Wireless
Expense Management**



GoExceed: Industry Leading Wireless Expense Management

GoExceed, founded in 2001, offers Fortune 500 organizations to mid-sized businesses cutting-edge Wireless Expense Management (WEM) solutions. They support more than 1.5 million business wireless devices annually, and their customers often save 20% to 40% each month on their wireless bills. The way businesses manage their wireless accounts, devices, users, costs, data, cost centers, contracts, policies, and more has been transformed by (X) Suite, GoExceed's cutting-edge

automated WEM solution. Businesses are able to successfully excel in their current mobility landscape by utilizing their real-time tools, reporting, and analytics without exceeding their budgets, staffing levels, or resource availability.

We had an enlightening conversation with Bob Chvatal, CEO; he helped us know how GoExceed works

How and why was GoExceed founded? What gap does the company fill in the market?

GoExceed was found in 2001 as a computer reseller and over the past 20+ years has grown into a software development organization that specializes in wireless expense and asset management. GoExceed provides complete mobility solutions that ensure customer control cost, minimize internal resources, and provide the highest level of support and experience to our customers.

COVER STORY

“Our proprietary system integrates with all major help desk systems such as ServiceNow, ZenDesk, ManageEngine, and more to keep work-flows running smoothly.”

How does technology drive the creation of your unique mobility solutions?

GoExceed’s (X) Suite is built on Microsoft which leverages AI and Machine learning, Business Intelligence, and Azure infrastructure. (X) Suite automates manual processes and optimizes in real time. Essentially, we have revolutionized the way companies manage their wireless accounts, devices, users, costs, data, cost centers, contracts, policies, and more. Utilizing our real-time tools, reporting, and analytics, businesses are able to seamlessly excel in their current mobility landscape without overextending their budgets, staff, and resources.

How does the (X) Suite Portal differ from business portals offered by the wireless carriers?

Put simply, wireless carriers make it very difficult for companies to ascertain their wireless information in a quick and comprehensive way. This experience often gets more complicated if companies utilize more than one carrier. The

(X) Suite Portal changes that experience completely. Utilizing a single pane of glass, clients are able to order/store/deploy all of their existing devices or order new devices directly from the carriers while associating them with specific cost centers, users, and departments right from the portal. Carrier MACD (moves, adds, changes, deactivations) requests are completed quickly and effortlessly without spending hours on the phone with carrier reps and customer service agents. One of the most powerful aspects of the Mobil(X) Portal is the ability to compare data from current billing periods, multiple months, or by individual user/group no matter if clients utilize 1 or several wireless carriers. That data can then be exported in order to create specialized reporting for upper management representatives.

What is Mobil(Care)?

Mobil(Care) is a US-Based cellular technical support team that is energetic, well trained, and thoughtful. They can fully support end-users and also act as a compliment to IT admins. GoExceed’s Mobil(Care) team provides the following services

with one of the strongest SLA’s in the industry.

Admin Technical support

End User Support

24/7 Support

Trouble shooting
Order fulfillment

Carrier Ports

Device Cancellation

Kitting and Staging

Repurposing of equipment

Device Configurations

Depot and repairs

The Mobil(Care) team provides the highest level of customer service and are fully empowered to solve issues with no escalation. We use technology to manage requests, SLA’s, and training to ensure that we can measure and improve performance. GoExceed also provides a winning environment to retain and grow talent which further enhances the customer experience.

Aside from cutting-edge software, what makes your Mobil(Care) help desk team unique?

Our Mobil(Care) team has speed and years of experience working directly with the wireless carriers. They see carrier issues as they manifest and are able to tell if those issues are carrier wide or limited to certain accounts. Once issues are identified the team immediately takes action by leveraging multiple channels for a quick resolution. Even though many business have relationships with carriers reps, the Mobil(Care) team has the ability to resolve issues quicker and escalate beyond standard channels within the carriers than standard reps. Aside from issue resolution, the Mobil(Care) support team's duties include but aren't limited to, placing device orders, equipment rollouts, obtaining credits, depot inventory, kitting equipment for deployment, recycling processes, IT lab services, and more. Essentially, our team supports every facet of mobile device management and affords businesses full visibility and control utilizing Mobil(Care).

What is the most significant value your Mobil(Care) team provides to corporate IT Departments?

In a world that is heavily focused on technology and the ability to work remotely from places all over the world, IT departments are crucial in maintaining wireless connections for their end users. These IT departments are often tasked with managing device repairs/replacement, level 3 troubleshooting, as well as a plethora of other mobility obligations. Unfortunately,

these obligations eat away at the workday of IT professionals and often delay/overtake more important IT-based projects. The Mobil(Care) team works tirelessly to reduce the time that IT departments spend on mundane mobility tasks. From end user support, order fulfillment, device configurations, depot services/repairs, kitting/staging, to spending countless hours on the phone with wireless carriers, our Mobil(Care) team allows IT departments the ability to allocate their time and resources to more important projects and initiatives.

Mobil(Care) Centralized Depot, what is it and why should companies utilize it?

Companies who internally manage cellular repairs/replacements may think that they are offering a better user experience. However, when companies actually calculate the internal costs associated with offering the full scope of depot services, trying to deliver these services internally uses too much of their budgets and resources. By utilizing the Mobil(Care) centralized depot, wireless devices are managed for their entire lifecycle. All corporate devices are handled via one location, maximizing cost efficiency. If an IT department operates from multiple locations, the benefits of such a solution are difficult to ignore. Mobil(Care) centralized depot services include but aren't limited to: 1) the coordination of logistics with the end user to send and receive all devices, 2) tracking of all devices that are shipped or received, 3) redeployment of devices with quality control and bacterial sanitization, 4) synchronization of users information with each device

which is then updated via carrier portals, 5) decisions about the model to be replaced based on depot inventory, end-user position, and cost, 6) much MORE.

What is the biggest challenge your Mobil(Care) team is faced with?

Hiring is our #1 challenge. Even with the staffing issues still plaguing companies in the post-pandemic world, we find that hiring for the Mobil(Care) team tends to be a very complicated task. The Mobil(Care) team is comprised of very talented individuals who not only work tirelessly for our customers, but immerse themselves in the outstanding culture provided at GoExceed. It's an extremely high performing team and we are diligent in the hiring process to ensure that individuals joining Mobil(Care) will not only be a positive addition, but become a crucial part in the continuation of driving success.

Can you elaborate on your OneSYNC solution?

OneSYNC is a PRE-BUILT and supported agnostic API platform that can synchronize (read and re-write) your cellular and user data to vital enterprise and partner systems. Businesses across the country often employ numerous internal systems such as Help Desk Ticketing, Asset Management, MDM, Accounting, HR Software, and more. OneSYNC not only saves time and resources for internal teams, but also assures that the data being written and re-written to these pivotal internal systems is not only verified, but always correct. This eliminates costly and time consuming errors that often plague internal IT departments.



Bob Chvatal
CEO

Bob Chvatal CEO

“We have assembled the greatest team of respectful, creative, determined, and trustworthy individuals who relentlessly pursue improvement in order to deliver the highest level of customer service possible. It’s our belief that innovation, coupled with an excellent company culture, continually drives our passion for delivering the greatest Wireless Expense Management solutions the industry has ever seen.”

What are the challenges GoExceed has faced over the years?

GoExceed has and will always be challenged by either external forces or internal aspirations to be the best. We overcome all obstacles by the constant desire to improve in all aspects of our company, always questioning our process, and continually growing our people and solutions through process.

How important is company culture at GoExceed?

The greatest and most important asset in any business is its employees. Culture is everything. We don’t take ourselves serious, but we take our work very seriously. We believe that kindness is a strength and evolving as a better person is why we are successful. We don’t just believe in our culture, we live it.

How driven is GoExceed’s leadership to develop more innovative products?

Innovation is not invented, it’s discovered by listening to our customers challenges and solved through being obsessed with being the best. Leadership’s role is to empower their team to be the best, cultivate talent, and in turn their teams discover and innovate the solutions.