

# With Solve(X)'s Help, Equipment Manufacturer Saves \$17K Per Month and Centralizes Mobility Management

### The Client:

US-based food equipment manufacturer

3,200+ wireless devices

Verizon is the company's only carrier



## AT-A-GLANCE

### THE OBSTACLES

- ⓧ The company needed to reduce costs while automating basic mobility management
- ⓧ The employee who previously managed mobility had left the organization
- ⓧ At the same time, the business was juggling huge growth, an aggressive implementation schedule and other demands

### THE RESULTS

- ⓧ Savings of \$17K each month
- ⓧ Many manual processes are now fully automated
- ⓧ GoExceed will negotiate the client's carrier contracts



## CHALLENGE

**The client's costs and workload grew out of control because it didn't have a mobility management resource in place**

- A US-based food equipment company needed to reduce its skyrocketing mobility costs while juggling large business growth, an aggressive implementation schedule and the crush of day-to-day operations.
- But the timing was terrible. The company was losing the team member who had managed all things related to mobility.
- Most service and order requests were being handled manually, which consumed more time and money than necessary.

## SOLUTION

**Solve(X) simplifies mobility management without requiring extra team members or budget**

- Solve(X), GoExceed's proprietary management tool, automatically audited all the client's data plans and devices to find cost savings.
- With its OneSYNC tool, Solve(X) easily integrates with Freshservice, the client's help-desk ticketing system, so wireless device orders, carrier requests and other tasks can be processed through Freshservice.
- As a result, the client's team only has to learn and use one platform instead of multiple solutions.

## WIN

**Solve(X) drives efficiency gains and reclaims more than \$200K in spend each year**

- After implementing Solve(X), the company's mobile bill was 34% smaller compared to previous months. The client now saves more than \$200K each year.
- Solve(X) centralizes all of the client's mobility management tasks and service requests, saving significant amounts of staff time.
- GoExceed now takes the lead for negotiating carrier contracts on behalf of its clients, delivering a better deal and freeing up capital for more important projects.
- All of this was accomplished without switching carriers or disrupting service for the equipment manufacturer's customers.