

## Nonprofit Uses Solve(X) to Cut Mobile Spend by Up to \$40K Each Month, Automate Reporting and Service

**The Client:**

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



### CHALLENGE

**The nonprofit's IT team was spending almost half of its time on mobile reporting**

- An international nonprofit was spending an increasing amount of money on wireless, and it needed to bring costs back under control.
- Unfortunately, getting insight into usage and spend was extremely difficult. The nonprofit's IT team, which handled reporting, was devoting at least 45% of its time to collecting and auditing hundreds of pages of invoices each month.
- Meanwhile, servicing the nonprofit's 750 devices was a slow, inconvenient process. All requests for help, upgrades or deactivations arrived by email.

### AT-A-GLANCE

#### THE OBSTACLES

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

#### THE RESULTS

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

### SOLUTION

**Solve(X) automates mobile analysis and help requests, delivering better service faster**

- Solve(X), GoExceed's proprietary platform, automatically analyzed device usage across all the client's employees and identified the best plan for each user, as a way to prevent wasted spend.
- GoExceed performed a deep analysis of the client's carrier contracts to uncover overbilling and inactive lines that were still being billed.
- Solve(X) also streamlined the process of requesting help and upgrades with its Mobile Help tool, delivering faster service while freeing up the IT team for more important work.

### WIN

**The nonprofit cut mobile spending sharply and improved user experience without investing extra budget or resources**

- By optimizing each user's mobile plan, Solve(X) helped reduce monthly mobile spend by 40%.
- And its contract analysis generated \$100,000 in savings almost immediately.
- Automation makes life easier for the IT team, which spends less time on reporting and device management, and it allows end users to get the help they need more quickly.

