

# Global Construction Company Seeks Cost Reductions, Carrier Options, and Clarity

## About the Customer

This company is a world leader in global engineering, consulting, and construction services specializing in infrastructure. Headquartered in Kansas, this Forbes 500 company has more than 10,000 employees and more than 100 offices worldwide, and has completed projects in more than 100 countries across six continents.

## Too Complex to Manage Internally

Our customer's mobility program was growing more complex and expensive to manage with each passing month. Up to this point, mobility had been carrier-managed and offered little in the way of solutions for their evolving workforce. The loss of carrier-provided mobility experts serving as this company's help desk was the final straw, resulting in its switch to Managed Mobility Services (MMS) for the expertise and answers it needed.

As a Gartner-recognized MMS provider, this customer hoped our industry-leading insight could make its program more visible and user-friendly. For years, this customer relied on its carrier to manage more than 2,100 smartphones and 1,300 data devices, but the carrier wasn't able to provide visibility on what its spend was or what it should be regarding these assets. With this company's priority being cost savings and providing end users with multiple carrier and device options, a change needed to be made. This customer also wanted to explore Bring Your Own Device (BYOD) options as a potential way to save valuable company resources, which had not been possible before due to the lack of a way to successfully manage deployment.

## The Tangoe Managed Mobility Services Solution and Results

Tangoe organized and simplified this customer's mobility program by creating a single dashboard that centralized data and asset management in an easy-to-use and visible way. In addition to this software solution, Tangoe created a dedicated help desk team tailored to this customer's exact specifications to aid in managing its mobility program.

Managing and cutting expenses was a primary focus of our solution, and after collaborating with this customer Tangoe trimmed down mobility costs to never-before-seen levels. By turning separate monthly carrier invoices into a single report, creating a monthly usage report that clarified charges for each corporate line, and putting together

### Key Pain Points

- Growing complexity and expenses
- Loss of carrier-provided help desk
- Lack of mobility management expertise

### The Overarching Solution

Tangoe Managed Mobility Services

### Outcomes

- Centralized data and asset management to increase visibility and usability
- Created dedicated help desk support and stipend program tailored to this customer's business needs
- Uncovered almost \$22,000 in immediate savings and \$98,000 in recurring annual savings

cost recommendations each month, this customer was finally able to understand its mobility expenses and how to most effectively reduce them.

Our customer was also able to address end-user satisfaction with Tangoe's carrier-agnostic MMS solution, giving users their choice of carrier and device for the first time. In addition, Tangoe satisfied this customer's BYOD curiosity by assessing its needs and implementing an individual-liable stipend program that minimized security concerns and maximized savings.

Through Tangoe, this customer's mobility management is more understandable and effective than ever. This company has been extremely impressed with its savings, return on investment, and the success we've had meeting our service-level agreements. Through a stipend program, this customer has reduced its number of corporate-liable lines by almost 800. Combined with more than 1,400 new individual-liable stipend lines saving this company \$25-\$30 per month over its previous spend, this company saves an average of more than \$98,000 every month. Tangoe recommended an average savings of almost \$10,000 per month on end-user plan and feature changes, and our audit suggestions saved this company an additional \$22,000 over three months. Also, Tangoe's customized help desk solution has met 99% of all service-level agreement expectations, giving this customer a new level of visibility, effectiveness, and affordability where its mobility is concerned.

Recurring Monthly Savings:

**\$98,000**

Additional Savings:

**\$22,000**

Increased:

**Visibility**

**Effectiveness**

**Flexibility**

#### About Tangoe

Tangoe helps its customers grow their bottom line. Leading global brands rely on Tangoe to increase productivity, reduce costs, and drive predictable results. The company's technology solutions are the global expense management and mobility services standards for the world's greatest brands who believe, like us, people work smarter when technology works for them. Learn how technology can make you work smarter at [www.tangoe.com](http://www.tangoe.com).