

Healthcare Provider Consolidates Wireless Program and Increases Level of Service to All Departments

About the Customer

As the largest diversified provider of post-acute care services in the United States, this company's nursing and rehabilitation centers provide a full range of medical and social services to treat and support patients and residents. Its mission is to promote healing, provide hope, preserve dignity, and produce value for each patient, family member, customer, employee, and shareholder this customer serves. Through its subsidiaries, this company operates hospitals, nursing centers, home health, hospice, and non-medical home care with more than 62,000 employees.

Unlocking Advantages with More Effective Mobility Management

Nurses and home healthcare providers equipped with mobile assets and applications deliver superior care to their patients. With a complex mobile program across varying divisions, this company's mobility effort became too large for its internal teams to manage efficiently. It sought a mobile management provider to improve flexibility and configurability for its program's changing needs. This move provided internal staff with better technology and resources to focus on bigger picture initiatives while increasing visibility into all the moving pieces of its mobile program.

Before Tangoe

- Divisions across this company have specific needs that are not necessarily shared by the entire company. The customer was challenged to allow these divisions to act independently while still maintaining control and visibility into support issues, inventory, cost control, and cost trends.
- Turnover within this business made accurately tracking inventory a constant struggle.
- Multiple departments handled a portion of the wireless program, which caused confusion on who to contact and increased the time needed to resolve support, billing, and procurement issues for end users.

Key Pain Points

- Lack of program visibility into usage and spend
- Inefficient asset management processes
- Manual end-user support tasks

The Overarching Solution

Tangoe Managed Mobility Services

Outcomes

- Single sign-on enables employee visibility into data, usage, and billing
- Doubled the number of devices managed while spend remains static
- More than 50% reduction in help desk inquiries due to automation-driven software

The Tangoe Managed Mobility Services Solution and Results

- Tremendous value was found in the one-on-one support program administrators received from Tangoe's dedicated support team.
- Configurability allowed groups within this business to operate as it previously did, while arming program managers with better technology to improve processes and visibility. As the program changes, MOBI's flexible technology is quickly configured to meet their evolving needs.
- A Data Analyst team was implemented to provide detailed accuracy to company employee data and each employee's device eligibility.
- Improved billing solutions delivered large amounts of time back to internal staff. All program data can be dissected based on business needs. This ad hoc reporting is created and scheduled to deliver data to those that need it, when they need it.
- By integrating internal departments' systems with Tangoe, employee involvement tasks were eliminated to create an increased level of service for all wireless end user needs

of Employees:

102,000

Average Activities/Month:

3,756

Lines Managed:

26,389

Carriers:

Verizon & AT&T

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.