



Fortune 500 Insurance Company Starts with Migration, Finds Huge Success with Managed Mobility Services

Tangoe's powerful software-first solution enables this customer to increase mobility program visibility across business units, reduce spend, and consolidate device inventory tracking for the entire enterprise ecosystem.

About the Customer

Our customer is a leader in property and casualty insurance, group benefits, and mutual funds. As a Fortune 500 company, it serves more than one million small businesses across the United States. With more than 17,000 employees nationwide, mobility management is one of this customer's top IT priorities. The CIO was tasked with migrating this company away from legacy BlackBerry devices, increasing visibility into its mobility program across business units, identifying reductions in mobility spend, and consolidating asset inventory tracking for the entire enterprise.

The Customer Challenge

This customer initially contacted PCM and Tangoe seeking help with a migration project from legacy BlackBerry devices to Apple iOS mobile devices.

All mobility program management was an extremely manual process. This customer had six people responsible for ordering, delivering, and fixing mobile assets and two full-time employees responsible for carrier billing and accurately allocating wireless charges.

The Tangoe Managed Mobility Services Solution and Results

Tangoe's solution was able to bring end-to-end mobile ecosystem management to this customer. We created a solution that addresses all of this customer's challenges and evolving needs.

Key Pain Points

Migrating users away from BlackBerry devices

Lack of visibility across business units

Identifying program savings opportunities

Consolidating asset inventory tracking

The Overarching Solution

Tangoe Managed Mobility Services

Outcomes

Normalized data and automated expense management to make reconciliation and cost center allocation easy

Centralized asset inventories to enable enterprise-wide reporting in less than 30 seconds

Uncovered nearly \$500,000 in savings during our first year of partnership

“The Tangoe solution is more robust than any analysis we were able to do internally. The customizable console offers flexibility so that our various administrators can gain visibility into the mobility program, carrier data, plan usage, and recommendations made by our Tangoe Account Specialists,” said this customer’s CIO. “Tangoe’s team delivers unprecedented value for our mobility program with their marketplace and industry knowledge.”

- **Expense Management:** Tangoe’s platform allows this customer to understand and optimize all mobile expenses. By normalizing its data across all carriers, this customer’s expenses and invoices can be reconciled within the billing month and correctly allocated to the appropriate cost centers. Executive-level reporting is now automated and takes 10 minutes to acquire, as opposed to the three weeks it previously took.
- **Carrier Bill Pay:** The ability to consolidate its carrier bill pay through one resource allows this customer to charge monthly fees directly to lines of business. That’s game-changer. Prior to Tangoe, this customer’s finance team was paying each carrier separately and waiting for individual lines to be reconciled, creating a multitude of journal entries and charge allocations to specific cost centers every month. It was a timely and costly process that has since been automated through Tangoe’s platform.
- **Asset Management:** This customer can now log into the Tangoe platform and view all asset and accessory inventories in one location. Historically, it took six full-time employees 40 hours per week to merge all inventory data and access inventory numbers. Today, it’s a report that can be pulled in less than 30 seconds. Accurate device inventories let this customer know its devices are secure, functional, well-supported, and associated with the appropriate end user.
- **Reserve Inventory:** Partnering with Tangoe, this customer is able to keep device and accessory inventory ready to be distributed as part of its asset lifecycle process. Now, assets can be configured and delivered to the end user ready to use out-of-the-box, within 24 hours in most cases. Prior to our partnership, devices would arrive still needing to be configured and set up for end users. Within a week, carrier-sent devices would end up damaged or broken because they didn’t arrive ready to use or protected—from either a hardware or software perspective.

After implementing Tangoe’s first savings recommendations, this customer realized a \$31,000 per month hard cost savings.

In addition to the hard cost savings, this customer has been able to cancel two full-time contractors, and its IT staff is now able to focus on large-scale projects rather than procuring, deploying, and supporting connected assets.

Tangoe’s expense management tools and data normalization processes have saved this customer another full-time employee salary, allowing that individual to be utilized for additional revenue-generating opportunities instead.

After just the first year of collaboration with Tangoe, this customer is projected to realize nearly \$500,000 in savings.

This customer’s CIO couldn’t be happier. “As we look to the future of our mobility program, ease-of-use for our end users is essential, and Tangoe can deliver. That, combined with Tangoe’s ability to bring the visibility into what it costs to run a mobile device for our executive team, has exceeded our expectations.”

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.