



# The Orthodox Union Eliminates Paperwork and Inefficiencies with Managed Mobility Services



Outsourcing mobility management streamlines device, workflow, program, and expense management for New York nonprofit.



## About the Customer

Every day, countless individuals around the world are positively impacted by the work of the Orthodox Union's array of religious, youth, social action, educational, public policy, and community development services, programs, and activities.

The Orthodox Union's mobile program administrator was tasked with identifying a solution that maximizes mobility spend, eliminates operational inefficiencies involved with the procurement, configuration, and deployment of assets, and provides support to end users.

## Making Mobility Management Less Manual

Prior to partnering with Tangoe, the Orthodox Union's mobility program was extremely manual. To order a new device, an employee needed to fill out a piece of paper and submit it to the mobility program administrator. Once the administrator had reviewed the request and received approval from the appropriate managers, she would pass the request form on to IT procurement who would then order and receive the asset from Verizon. Once it arrived, IT would manually configure appropriate security measures, customizations, and applications on the device and deliver it to the end user. Unfortunately, for the Orthodox Union, this was a very labor-intensive process.

Before implementing Tangoe's software, mobile program reports took so long to run that it was nearly impossible to complete a report request. If a report was needed, additional company resources would have to be diverted from other employees and departments to meet the deadline.

## The Tangoe Managed Mobility Services Solution and Results

Tangoe's software-first solution provides the Orthodox Union with one place to find all its mobility program information. The mobility program administrator can now answer countless questions in record time, including: Who does this device belong to? How many of each asset type is in circulation? Which devices have contracts expiring in the next three months? How much data is each line using per month?

### Key Pain Points

Extremely manual mobility management processes

Lengthy program reporting capabilities

Lack of IT resources

### The Overarching Solution

Tangoe Managed Mobility Services

### Outcomes

Automated asset procurement and configuration workflows streamline device orders

Centralized reporting capabilities deliver data in seconds

Up to 13% monthly mobility program savings

Before Tangoe, the answers to these questions were buried in stacks of paper or hidden away in database files. Now, however, an answer can be found in seconds. Newfound program visibility allows the Orthodox Union to be proactive in its mobility program strategy rather than reactive to unexpected events.

**“Tangoe’s software is fantastic, but their greatest asset is their people. Everyone is just so helpful and nice. Tangoe has answered any questions I’ve ever had in record time.”**

– Shoshana Polakoff, Mobile Program Administrator at the Orthodox Union

Asset procurement can also be initiated through Tangoe’s software. In fact, with Tangoe’s software-first solution, new devices are ordered, configured, and delivered to end users without a single piece of paper exchanging hands. Once an end user requests a new line of service or device upgrade, the corresponding managers are instantly notified of the request by Tangoe’s software. The managers can then approve or deny the request with the click of a button from within their email inbox or the Tangoe Platform. If approved, the asset is ordered and configured with the appropriate security measures, customizations, and applications before being shipped directly to the end user, where it arrives ready-to-use straight out-of-the-box.

In addition to providing the Orthodox Union with role-assigned mobility program visibility and streamlined asset procurement, configuration, and deployment workflows, Tangoe has helped drive down overall mobility program expenditure with strategic monthly analysis and bill optimization.

**“Tangoe’s software eliminated so many inefficiencies and saves us so much time that we probably would have outsourced to them even if they didn’t save us money. The cost savings are really the icing on the cake!”**

– Shoshana Polakoff, Mobile Program Administrator at the Orthodox Union

The Orthodox Union saves up to 13% of its mobility program spend each month. Additionally, without being overwhelmed by requests for new lines of service, device upgrades, and help desk assistance, the Orthodox Union’s IT team and program administrator now have time to focus on more strategic initiatives that will allow them to further the organization’s mission: to engage, strengthen, and lead the Orthodox Jewish Community, and inspire the greater Jewish community.

## 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).