



Runzheimer International Case Study



AT A GLANCE

Client: Financial Services Provider

Solution: Mobile Device Expense Management Services

Client's Challenges

- Reduce monthly costs
- Maintain customer service levels
- Shorten turnaround for wireless carrier procurement activities
- Streamline processes

Documented Results

- Total savings opportunities of \$150,000 to \$195,000 identified
- Optimized plans across multiple carriers
- Automated processing of all carrier orders
- Automated reconciliation of carrier invoices—identified idle assets and cancelled or suspended as appropriate
- Clarified personal use policy

Situation

Faced with a challenging economic environment, executives at a leading financial services firm were determined to cut costs without diminishing customer service levels.

A budget review identified mobile communication devices—cell phones, smartphones, etc.—as a large and growing cost item.

The proliferation of these devices had been driven by the company's desire to make employees highly responsive to client requests. With eligibility determined by line managers, more than 50% of the firm's employees received company-paid mobile communication devices. Seven different wireless carriers were being used. Manual administration processes made it difficult to gather accurate data and optimize the various plans. And with no clear policies in place, employees typically did not pay for personal use. Expenditures had escalated far beyond what the firm's leaders had anticipated, and the executive team was looking for a quick path to controlling these expenses.

Solution

The firm turned to Runzheimer International and its Mobile Device Expense Management service, which includes ongoing, best-practices program management, web-based tools and reporting. The first step was a thorough assessment of the organization's mobile device program to identify cost saving and productivity-improvement opportunities. Based on this information, the choice was made to implement the service. Tailored to the firm's requirements the solution provides:

- Comprehensive automated expense reporting by wireless carrier, mobile device type and user
- Plan optimization through tightened voice minute pool buffers, optimized plans, and identification of idle assets
- Automation of wireless carrier invoice reconciliation
- A single portal for processing all wireless carrier orders plus ongoing reporting of turnaround times and service levels

Results

The company is on track to save \$54,000 annually and has quickly achieved:

- Reductions in billing errors and over-payments to carriers
- Improved staff utilization—less time spent on the non-core activity of mobile communications program management
- Significantly shortened turnaround times for activating new lines, receiving new devices, etc.

All these were accomplished without impacting customer service levels. Total identified savings of \$150,000 to \$195,000 are in sight as the organization consolidates wireless carrier accounts and continues to suspend or cancel more idle devices.

About Runzheimer International

Founded in 1933, Runzheimer International serves 60 percent of the Fortune 500. Recognized for providing innovative solutions relating to Total Employee Mobility[®], Runzheimer is the global leader in workforce mobility programs including business vehicle, business travel, corporate aircraft, employee relocation and compensation, and virtual office.



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