

Case Study

Johnson Financial Group reduced expenses and improved service by strengthening management of its mobile device program.

Solution: Mobile Device Expense Management Service

AT A GLANCE

Challenges

- Reduce spending on mobile devices
- Maintain high service levels
- Shortened turnaround time for mobile device order fulfillment
- Streamline processes
- Reduce IT administrative burden

Results

- On track to realize a 23.5% reduction
- Mobile device unit costs on par or better than best-in-class levels
- Shortened order turnaround times and improved service
- Internal controls strengthened

Situation

Johnson Financial Group (JFG) is a full-service financial services company with 60 offices in Wisconsin and Arizona. The company employs over 1300 employees and is committed to attracting, retaining and developing top talent. To that end, it offers a Flexible Work Options (FWO) program that consists of job sharing, telework, offsite work and flexible work hours and mobile devices play a significant role in the program.

One of JFG's biggest challenges was understanding and effectively administering mobile devices (i.e., cell phones, convergence devices, and data cards). Only a year ago, the company had seven different wireless carriers in place and limited guidelines for mobile device eligibility. In addition, there was little control over carrier/device selection and billing/payment processes as well as limited access to information to enable effective management. A budget review identified mobile devices 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. Faced with a challenging economic environment, executives at Johnson Financial Group were determined to cut costs without sacrificing service levels. The seven different wireless carriers that were being used and manual administrative processes made it difficult to gather accurate data and optimize the various plans. The executive team was looking for a quick path to controlling these expenses.

Solution

Johnson Financial Group turned to Runzheimer International and its Mobile Device Expense Management Service, which includes ongoing program management and web-based tools and reporting. The first step was a thorough

“The services provided by Runzheimer have enabled us to take control of our mobile device program and resulted in savings of over 23% so far without impacting service.”

*Katie Larsen
Senior Vice President & Co-Director – Information Systems
Johnson Financial Group*

assessment of the organization’s mobile device program to identify cost savings. Savings opportunities identified were significant. Based on this information, the choice was made to implement the service. 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 features, and more proactive identification and management of idle devices
- Automation of wireless carrier invoice reconciliation
- A single portal from which all wireless carrier orders are processed, coupled with ongoing reporting of turnaround times and service levels

Results

Within the first 10 months of implementation, Johnson Financial Group’s run rate of wireless spending has declined by 23.5%. Additional benefits include:

- Unit costs for mobile devices are at or below best practice levels
- Improved asset management
- Reductions in billing errors and over-payments to carriers
- Improved staff utilization—less time spent on the non-core activity of mobile device program management
- Significantly shortened turnaround times for activating new lines, receiving new devices, etc.

These results were achieved without impacting customer service levels. Additional savings are in sight as Johnson Financial Group further reviews its policies and continues to consolidate carrier relationships.

About Runzheimer International

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



For More Information

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