

VOXMOBILE



WEM | Wireless Expense Management

Customer saves \$300K in the first year through unified governance, account consolidation, and process improvements!

Vox Mobile has 3 different program choices to meet your organizations requirements. The WEM methodology creates scalable results with clear performance visibility.

Wireless Expense Management Program Comparison	FULL Service	SELECT Service	SELF Service
Discovery & Design			
Complete Carrier Spend Analysis	✓	✓	✓
Contract, Governance, and Compliance Review	✓	✓	✓
Implementation			
Initial Rate Plan Optimization	✓	✓	✓
Initial Carrier Reconciliation	✓	✓	✓
Optimization			
Invoice Audit	✓ Monthly	✓ Quarterly	✓ Semi-annually
Rate Plan Optimization	✓ Monthly	✓ Quarterly	✓ Semi-annually
Identification of Potential Credits	✓	✓	
Implement, Monitor and Track Credits	✓		
Reporting			
Detailed Summary of Cellular Spend	✓ Monthly	✓ Quarterly	✓ Semi-annually
Cost Center Allocation	✓ Monthly		
Wireless Dashboard (Trend Analysis)	✓ Quarterly	✓ Quarterly	✓ Semi-annually
Support Center Call Log Matrix	✓ Quarterly	✓ Quarterly	
Daily Management			
Order Fulfillment	✓	✓	
Technical Support Center	✓ Tier 1	✓ Tier 1	
Procurement Services (Device & Accessory)	✓ ALL carriers	✓ ALL carriers	✓ All Carriers
Activation Services	✓ ALL carriers	✓ ALL carriers	
Carrier Moves, Adds, Changes & Deletes	✓ ALL carriers	✓ ALL carriers	
Savings Summary			
Potential Client Savings	✓ 20-30%	✓ 10-20%	✓ 10%

Managed Deployment and Managed Service gets 200 devices to fully trained end users in weeks not 'months'. ROI realized in 90 days.

MTM Services are designed to:

- Increase service level and end user satisfaction
- Decrease total cost of ownership for mobile deployment & support
- Create performance visibility including mobile assets, lifecycle management, security policies, and end user requests

Mobile Technology Management	
Device Deployment	Managed Services
<ul style="list-style-type: none">• Decision Support• Project Management• Procurement• Configuration and Deployment• Training	<ul style="list-style-type: none">• Technology Support Center• Server Management• Account Coordination• Procurement and MACD• Incremental Device Delivery• Ongoing Training Services

Case Study | MTM & WEM

- ✓ Mobile Technology Management (MTM) was the primary business driver related to the partnership
- ✓ Wireless Expense Management (WEM) funded the full deployment and first year of service
- ✓ Deployed and Supported 200 BlackBerry users

Service Program Deliverables

- Wholesale Sales Department deployment includes project management, data gathering, cellular carrier interaction, configuration, logistics, kitting, and training
- Day 2 Technical Support / Wireless Expense Management provided by Vox Mobile (*24 month service agreement*)
- Client documented ROI of 30 minutes of productivity gained per salesperson

Client Profile

One of the world's largest manufacturers of plumbing supplies, including kitchen and bathroom faucets, kitchen sinks, plumbing specialties and the company has hundreds of field sales personnel in the U.S. and Canada.

Industry: Manufacturing

Region: U.S.

Company Size: Enterprise

End user profile: 200 Sales Professionals using BlackBerry devices

Type of Solution: Wireless Expense Management; Wireless Support Center; & Mobile Technology Management