

CASE STUDY

280 Sites

**Human Crafted.
Enterprise Optimized.**

Overview:

A Global hydropower supplier operating across 280 sites, with a high volume of traveling employees, had sought a strategic technology provider capable of managing their extensive mobility ecosystem across critical business functions.

Key For Success:

Find ONE Provider who could tailor solutions for their unique business needs and serve as an extension of their IT department with best-in-class helpdesk support. This provider would be able to manage the full lifecycle of their mobility footprint and help them enhance efficiency, streamline communication, and empower their workforce to thrive in their dynamic industry.

Challenge:

- Corporate Smartphones with access to business applications and data are issued to employees across the U.S. Many users travel internationally
- Enabling employees to move their personal smartphone number to their corporate device so it can be used for both personal and business purposes
- Resource drain on their IT department: 2 to 3 staff members are needed to assist users as a helpdesk, for ordering and shipping devices and recovering smartphones from former employees

Solution:

- Mobility helpdesk tickets are routed to Spectrotel
- Corporate-provided phones are purchased by Spectrotel from Carriers on customer's account. (via LOA)
- Spectrotel ports #s in and out of the corporate account
- Spectrotel coordinates changes (MACDs) with multiple wireless carriers

Result:

- 1,100 employees securely access corporate apps without compromising personal privacy
- Spectrotel helps keep international travelers productive by updating call plans, enabling carriers, answering questions, and replacing devices wherever they are
- U.S. Based Mobility Support Experts, Live Answers
- Monthly cost of mobility management reduced by 15% through outsourcing

Enterprise Managed Mobility, Your Way.

Leveraging our partnerships with industry leaders, we seamlessly weave the most effective and leading-edge technologies into every solution we craft. This customer's solution includes Helpdesk User Support.

