

CASE STUDY

20,000 Mobile Devices

**Human Crafted.
Enterprise Optimized.**

Overview:

A major retailer needed a technology partner that could help them achieve better asset visibility and maintenance, while assuming management of their external processes to remove the burden on their internal team.

Key For Success:

Find ONE partner who could manage the devices for their enormous, transient, high-turnover workforce.

Challenge:

- Control nearly 20,000 mobile devices distributed nationally to a transient and often-temporary workforce with 42% year-over-year turnover
- Activate/deactivate mobile devices on a daily basis and ensure corporate-owned mobile devices and data remain secure when employees terminate
- Stringent service desk requirements including:
 - 365 day/year multi-lingual support – English, French, and Spanish required
 - Incident management support
 - Asset management support
- Develop, execute, and maintain process to provision and kit devices prior to shipment
- Stringent SLAs among three main categories: Customer Experience, Supplier Responsiveness, and Reliability
- Provide better asset visibility and streamline external processes to free up time and remove burden on internal team

Solution:

- Conducted field inventory of the company's devices Created a combined incident and asset management portal to fully manage the company's inventory including storage, activation, and deployment
- Provided mobile device management (MDM) and mobile application management (MAM) support through the client's instance of VMWare Workspace One
- Created a custom API to provide real-time reports about personnel onboardings and terminations for complete control of corporate-owned mobile fleet
- Development and programming efforts include automated service ticket creation for employee onboarding, termination, and role changes – and updates to reporting structure and contact data
- Automated the company's requisition process – streamlining mobile device orders, approvals, preparation, and turn-up
- Met requirements for and assumed complete control of all help desk services; Spectrotel serves as a single point of contact for any issues with mobile devices – not their carrier

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Result:

Spectrotel's human crafted solution met the customer's requirements, enabling them to achieve the following:

- Reduce the number of people involved in mobility management – saving labor costs
- Stay scalable, nimble, and flexible during the COVID-19 pandemic – reducing devices or scaling up as needed
- Accurately analyze the large volumes of data from devices to evaluate performance and make smarter business decisions
- “Future-proof” their business, building a path for growth and continued innovation

The Ultimate Customer Integrated Experience

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 included a unique combination of services from our Managed Services and Consulting & Professional Services solution portfolios.

