



**OVATION**  
Managing Mobility and More



# Employee Satisfaction Services

## USE CASE



A national **payroll processing company** with **over 3000 employees** and a surging mobile device population, needed help with **centralized management across multiple carriers**.



With rapid growth, **expenses were difficult to manage along with daily challenges** with device/hardware management. They **lacked the resources in dealing with end users** and ongoing support.



Important to the client was flexibility to **customize procurement solutions and end user contact methods for an improved employee experience**, optimization of expenses, out-of-policy alerts and asset management for their mobile ecosystem.

## WHY OVATION?

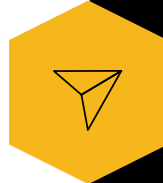
OVATION has been providing Managed Mobility Services for business of all sizes for **over 20 years**. Our **unmatched carrier domain experience** along with our **track record of solving complex wireless mobility problems** allow us to help businesses keep moving forward.

## CONTACT US

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## CHALLENGES



With limited staff available to manage the dynamics of a rapidly growing program this client found themselves regularly overpaying for services even within a competitive contract due to misalignment of plans, features, and other offerings. Forecasted to double within 36 months, they knew they must act now. This coupled with sheer numbers of end user requests created a headache to support wireless.

## OUR SOLUTION



OVATION developed unique workflows for end users to acquire services and devices while auditing the existing user base for justification for their device and subscription ownership. We deployed our Magellan usage and expense management services and technology to fully optimize their account on a twice monthly basis.

Plus, we built a fully customized end user portal as a hub for all transactions providing a greatly improved employee support model.

## THE RESULT: DELIGHTED EMPLOYEES AND CUSTOMER; SAVED OVER \$300K



With the addition of people, processes, and technology, OVATION achieved all of the initial objectives of the engagement and more. Future program discussions on how to expand our services to the customers of our client are now underway. Truly a mutual win!

**Managing Mobility and More**