



United States Postal Service: Managed Mobility

Government Agency transforms the way they manage their mobile ecosystem, improving end-user support and saving over 37% from optimization alone!

CLIENT PROFILE

Industry Government Agency

Employees Over 600,000

Locations Over 36,000

Volume ~30,000 mobile devices

ProfitLine Services

- TLM Invoice™
- TLM Mobility™
- TLM Service Order Management

Challenges

With a large mobile environment of nearly 30,000 wireless devices, USPS was struggling to maintain control and visibility of their mobile ecosystem in addition to having difficulty supporting their mobile end-users. Other pain points included:

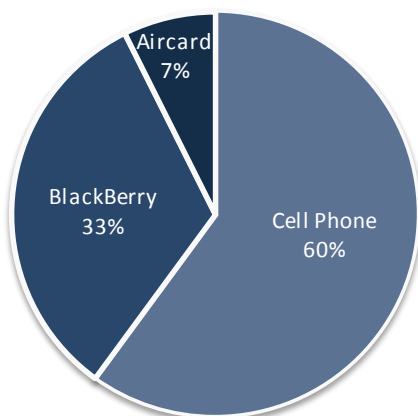
- Decentralized management of devices across thousands of locations
- A very limited inventory with little visibility to who had what device
- Lack of visibility into plans, total spend and mobile usage

Solution

It became clear to USPS that it was time to engage a third party mobility expert to help manage their mobile environment. After thorough research, USPS concluded that ProfitLine was best equipped to deliver the solution needed to meet their complex business needs. A solution planning team was assembled and an Application Programming Interface (API) was integrated to the existing USPS procurement solution. Other components of the solution included:

- Inventory creation & tracking
- Online ordering portal for policy enforcement
- Outsourced help desk for user support
- Outsourced provisioning for all MACD
- Quarterly mobile rate plan optimizations
- Comprehensive standard and ad-hoc reporting
- Invoice processing and audit

Client Mobile Device Breakdown



TAKE AWAY

Results

- 37.8% in savings from mobile optimizations alone in 2008
- Online ordering portal across all vendors
- Offload 2,000+ monthly Help Desk inquiries

ProfitLine[®]

The Strategists Behind Telecom Productivity™

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Results

USPS began realizing immediate benefits from their holistic approach to mobile management. Over time the benefits became substantial and literally transformed the way USPS managed their mobile ecosystem with a corresponding positive impact to the USPS bottom line. Results include:

Centralized Management

By centralizing ordering, provisioning, help desk and invoice processing, USPS headquarters now has a central view of all aspects of their mobile environment enabling them to see exactly what business value their mobile devices are delivering.

Accurate Inventory

With robust inventory creation and tracking capabilities, USPS has access to a complete view of their entire mobile inventory. USPS is able to know who has what device, what the cost is and whether or not the device is being utilized properly and is in compliance with the USPS mobile policy.

Streamlined Ordering & Provisioning

Through the fully integrated procurement system, USPS mobile end-users have a single online ordering portal across all vendors enabling streamlined and cost effective ordering and provisioning of over 1,700 wireless service requests per month.

Increased Control

With an ordering portal configured to their unique device catalog and approval process, USPS is able to enforce their mobile policy throughout every step of the ordering process. In addition, ProfitLine's help desk is trained in USPS mobile policy to help eliminate any non-standard ordering.

Decreased Costs

Through quarterly rate plan optimizations, USPS has ensured that all mobile end-users are on the most cost effective plans based on their usage profile. Optimizations have substantially reduced costs with USPS realizing 37.8% in savings just from mobile optimizations alone this year.

Improved User Support

USPS end-users now have a 24/7 single point of contact across all carriers for all wireless issues, including order inquiries, troubleshooting, device tutorials and more. Users are able to get the support they need more quickly without having to call multiple vendors. With ProfitLine efficiently handling over 2,000 Tier I & Tier II Help Desk inquiries per month, users are more satisfied and USPS resources can focus on their core competencies.

Improved Visibility

With complete visibility into spend, inventory and trending, USPS management is now able to make better strategic business decisions regarding mobility

In Conclusion

This case study should illustrate the profound impact a focused mobility initiative can have on an enterprise. Through dedication and focus from the USPS team who also had the foresight to engage managed mobility experts for help, the USPS solution team has completely transformed the USPS mobile ecosystem.

Need help managing your mobile environment? Contact the Mobility Management and Communications Spend Experts at ProfitLine today!