



SYSTEMS INTEGRATION HIGH AVAILABILITY MANAGED SERVICES IT STAFFING

# Case Study

## Wireless Optimization

### Challenge:

A client in the Financial Industry requested a Scope of Work to prepare and submit the Federal Excise Tax Refund for 2006 in January 2007. To accomplish this task all invoices were reviewed for taxes.

### Requirements for the Scope of Work:

- Contract Compliance
- Device Inventory and Registration
- Mobile Phone Policy
- On-Going Processes

### Benefits of Blackbriar's solution:

- Complete, turn-key solution, fully client managed.
- Enterprise solution designed to scale to client's needs
- Process managed by one Administrator for all locations
- The result savings within 90 days was \$221,000 per year

Blackbriar Technologies is familiar with the upward spiral cost that is most typical in companies today. According to a study by Gartner, wireless expense is now the fastest growing line item in most IT budgets, and as the use of mobile devices grows increasingly common, using multiple carriers so does the complexity of managing them. Blackbriar Technologies is accustomed to dealing with all aspects of the wireless market from the carrier to the customer. Blackbriar Technologies provides solutions that eliminate much of the complexity in wireless billing, deployment, and reporting for its customers.

A client in the Financial Industry requested a Scope of Work to prepare and submit the Federal Excise Tax Refund for 2006 in January 2007. This effort resulted with a tax recovery of \$118,600.

This client had four different wireless carriers with multiple accounts for each. The annual spend for wireless in 2006 was \$627,000 for 295 devices. An evaluation was conducted to determine the areas that would require immediate attention to reduce the wireless expense.

An inventory was created by conducting an employee registration of wireless devices and justification of services. A total of 70 lines were cancelled. The following actions were taken to reduce cost immediately: A mobile phone policy was created, consolidated multiple accounts with the same carrier, rate plans were changed, SMS capability was restricted, and created an internal online ordering process managed by one Administrator for all locations. The result within 90 days was \$221,000 per year. Additional savings of \$200,000 is expected to occur with the current contract negotiations in progress. Telecom Expense Management (TEM) software is being implemented also to provide the client continuous visibility of telecom expenditures and optimization reports.