Atrium MMS wins *CCA Supplier of the Year IT&T* award for VoicePlus

Managing Corporate Mobility with VoicePlus Atrium MMS

Executive Summary

When VoicePlus began its relationship with Coca-Cola Amatil in 2008 the term Managed Mobility Service (MMS) was not yet in existence.

It wasn't until 2011 that Gartner produced the first research on managed mobility services. By that time VoicePlus and CCA had been collaborating on developing a bespoke automated MMS program for several years.

In the first 12 months of implementing its MMS solution to CCA, VoicePlus delivered:

- Bottom line savings of $1million+
- A 400% Return on Investment
- Measurable growth in employee productivity and satisfaction.

Coca-Cola Amatil
Sydney Australia
www.ccamatil.com

Step 1: Challenges

CCA had three strategic objectives for VoicePlus as its MMS partner:

1. to reduce costs through maintaining control of purchasing, managing usage, auditing and optimising billing, and application of clear policies and procedures
2. to increase employee productivity through improving mobility service operations

3. to exploit new technologies to achieve the first two objectives and to ensure CCA remained the leader in their market

Step 2: Benchmarking the Fleet

The first step to reducing the cost of mobility is knowing exactly what those costs are – in absolute detail.

VoicePlus' developed a web-based survey tool to audit the CCA mobile fleet, authenticate User details, allocate cost centres, and identify cost savings opportunities

Two surveys were completed a year apart. The first survey resulted in the cancellation of 200 services at a significant upfront saving. The second survey cancelled a further 500 services. It also allowed a rationalisation of mobile devices and reassessment of all contracted voice and data plans to ensure cost efficiency.

VoicePlus continuously studies CCA employee usage patterns and moves employees to voice and data plans which more accurately reflect their usage patterns.

The survey also resulted in the creation of an accurate Asset Register, which became the benchmark for all future mobility management including cost allocation and total cost of ownership; and optimisation of plans and devices.

Step 3: Atrium Managed Mobility

Atrium MMS delivers cost optimisation and service delivery outcomes at every stage of the telecom lifecycle.

The key components of Atrium MMS are:

Accountable Procurement
A self-service app that centralises the procurement of endpoints across mobility, fixed line, tablets, laptops, desktops, applications and licensing. The Atrium software interacts with HR, Procurement, Finance and IT infrastructure to provide a secure, highly functional, and integrated mobility management tool.

Asset Optimisation
Optimisation outcomes are the key Return on Investment indicator for a Managed Mobility Service. Atrium delivers optimisation outcomes for mobile devices, services, and plans.

Lifecycle Management
Atrium manages each stage of the mobility lifecycle. Unique Atrium software optimises the forward and reverse logistics of assets, managing employee movement and turnover of ownership. Priority replacement sees devices replaced in 24 hours.

Telecoms Expense Management

Atrium delivers financial management outcomes which focus on cost visibility and total cost of ownership. The Atrium Business Analysis team delivers customised reporting to highlight cost reduction opportunities and meet governance and compliance objectives.

"The VoicePlus team has a can-do attitude, combined with forthcoming ideas about better ways to manage CCA's telecommunications services. This small company has punched well above its weight for CCA."

Barry Simpson
CIO, Global Operations, IT Services

Trusted Support

In the face of constantly changing mobile technology, the Atrium support team are a constant and capable helping hand. Atrium provides expert responsive support for everyday operational enquiries through to trusted strategic mobility recommendations.

Award-winning Results
CCA Supplier of the Year for IT&T

Move over Microsoft, IBM, Canon and Lenovo.

Believe it – VoicePlus, an innovative Aussie business based in St Leonard's, Sydney; beat the big names of IT to win CCA's most coveted award.

The award recognised the six-figure dollar savings achieved by VoicePlus in reducing CCA's mobility costs; and for innovation and superb customer service.

The Future for VoicePlus and CCA

The constantly evolving mobility environment means a robust MMS solution never stands still.

In the years since VoicePlus introduced Atrium to CCA, it has grown and expanded beyond recognition.

Atrium in 2017 now extends from mobility to the management of endpoint connections across fixed lines, tablets, laptops, desktops, applications and endpoint IT consumables. The next step is to add fleet management and management of CCA corporate vehicles.

Mobile Management is not IT

IT teams do not want to manage corporate mobility.

Corporate IT departments are having to deal with constantly updating mobile technologies, a plethora of smartphones, tablets and connected laptops; public and custom apps, and workers demanding the ability to work from anywhere. Added to that - almost everyone now has a corporate mobile phone with internet access, so the number of devices to manage has gone through the roof.

It's not surprising that Gigacom Research has shown that IT managers overwhelmingly prefer to outsource mobility management.

A managed mobility service provider like VoicePlus can relieve IT of operational tasks and deliver cost optimisation savings.