CASE STUDY | CNH INDUSTRIAL

DIGITAL TRANSFORMATION OF ENDPOINT MANAGEMENT PRODUCES COST SAVINGS

CNH INDUSTRIAL AUSTRALIA

Sydney Australia

Website: CNHI

EXECUTIVE SUMMARY

Based in Sydney, Head Office in France, sales across Asia-Pacific – this was a recipe for fiscal disaster. CNH Industrial initially approached VoicePlus for a solution to reduce its excessive international roaming costs.

VoicePlus implemented the Atrium Managed Mobility Service to provide accountability, visibility and cost optimisation for all of CNHi's 600+ mobile endpoints.

Atrium Managed Mobility resulted in

- Immediate cost savings of close to $90k in the first 12 months.

- Delivery of the Atrium 24/7 self-service portal app providing automation of the international roaming process and allowing employees to activate international roaming in hours.

- the delivery time for a new or replacement device fell from more than two weeks to less than two days.

- Proactive cost optimisation – matching employee actual use to contracted carrier plans; suspension of services without use; retrieval of devices from departing employees, and redeployment of both devices and contracted service numbers within the business.

- Accurate Asset Inventory management with changes to device and service ownership validated and updated in real time in line with changes, allowing accurate cost allocation.

- CNHi IT team were freed from repetitive mobile lifecycle tasks to concentrate on strategy and core business,

The time taken to deliver a new device to an employee dropped from more than two weeks to less than two days.

CHALLENGE

CNH Industrial are manufacturers, marketers and distributors of large agricultural and construction machinery.

Employees travel extensively to manufacturing plants in China, India, Pakistan and Uzbekistan. They also attend Expo's and Field Shows internationally, and travel to meet with dealers in the field across APAC.

The initial challenge was to curb the large excess charges being incurred for international roaming.

CNHi was taking on average 2-3 weeks to have international roaming implemented with their carrier due to a cumbersome paper-based internal ordering and approval process, followed by making a phone call to the carrier to activate the roaming.

Many employees left the process too late to implement before travel, and others simply were unaware and did nothing.

The international roaming excess charges were a symptom of a greater issue of a lack of an accurate Asset Register, cost controls and cost visibility.

SOLUTION

VoicePlus implemented the Atrium Managed Mobility Service to CNH Industrial.

CNHi sends a daily electronic data feed to VoicePlus providing updated employee records. This data is fed into the Atrium database allowing digital management of asset ownership records, cost optimisation, and lifecycle programs.

CNHi's employees embraced the culture change of self-service. Each employee was provided with SSO access to a 24/7 self-service portal with their own personal data record.

The portal allowed employees to manage their own procurement of devices and carrier services – with automated approval from line management. Each order has a unique tracking number, and a named customer care operator. A flow of emails keeps the end user informed of the status of the order.

Atrium Managed Mobility also delivers management functionalities including:

- Business intelligence reporting to support cost optimisation programs and carrier negotiations

- Accurate financial allocation and budgeting support

OUTCOMES

- Self-service procurement of devices and carrier services for each employee on the 24/7 Atrium portal. This improved wait times for a device from two weeks to two days, with associated productivity benefits. It also reduced the time to activate carrier services from days to hours.

- An automated approval process for procurement, replacing the paper-based existing system. This reduced the time required of line managers and finance administrators to action orders and met end user expectations.

- An immediate and significant reduction in excess international roaming charges due to the introduction of an automated process where employees could register their travel dates on the Atrium portal and have roaming activated within 4 hours.

- Visibility of expenditure for each individual employee and line management delivered on the Atrium portal resulting in heightened end-user awareness and accountability for spend.

- An accurate asset inventory database validated from seven different data points. This has become the credible base data for the bulk deployment and management of devices, and applications.

- All mobile management operational tasks are now implemented by VoicePlus freeing the CNHi IT team to focus on strategic projects.

www.voiceplus.com.au

+61 2 9334 5600

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