ATRIUM MANAGED MOBILITY DELIVERS 400 PERCENT ROI IN FIRST 12 MONTHS

CCA
COCA-COLA AMATIL

Coca-Cola Amatil
Sydney Australia
Website: CCA

EXECUTIVE SUMMARY

The Atrium Managed Mobility Service was developed as a collaboration between VoicePlus and foundation client, Coca-Cola Amatil..

It arose from a requirement for CCA to reduce mobility costs, maintain control over procurement, and improve service delivery to its employees.

The partnership has endured for the past ten years, 2008-2018, with the hallmark being continuous innovation to manage the evolution of CCA's corporate mobility.

Atrium MMS was launched in CCA in 2013 and was such a success that VoicePlus was awarded the Supplier of the Year IT&T title.

In its first 12 months, Atrium MMS delivered to Coca-Cola Amatil:
- Bottom-line savings in excess of $1 million
- A 400% Return on Investment
- Measurable growth in employee productivity and satisfaction.

Atrium Managed Mobility continues to deliver cost optimisation, increased employee productivity, and reduced ICT workload to CCA in 2018.

"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

IN THE BEGINNING…

CCA had three clear strategic objectives for VoicePlus as managed mobility partner:

- to reduce costs through maintaining control of purchasing, managing usage, auditing and optimizing billing, and application of clear policies and procedures
- to increase employee productivity through improving mobility service operations
- to exploit new technologies to achieve the first two objectives and to ensure CCA remained the leader in their market

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.

The survey also delivered a robust and accurate Asset Register, which became the benchmark for all future asset inventory, cost allocation and optimisation.

CCA SUPPLIER OF THE YEAR 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 annual award.

The award recognised the savings achieved by VoicePlus in reducing CCA's mobility costs; and delivering innovation to increase employee productivity through the introduction of Atrium Managed Mobility Service.

ATRIUM GIVES CCA AGILE MANAGED MOBILITY

VoicePlus has delivered Atrium Managed Mobility to CCA since 2013. Key features of the solution include:

Self-service increases productivity

Each CCA employee has a record in the Atrium portal providing visibility of assets and costs assigned to them.

SSO allows each employee to manage their own procurement of devices and carrier services. An automated approval process ensures each order is authorised by the employee's management hierarchy.

Optimisation Workflows

No one needs more reports. CCA has agreed workflow processes that allow VoicePlus to take decisive actions to act on reports that identify savings and eliminate waste.

Up to 85% of company telecom bills are paid without any audit being undertaken.
Aberdeen Group

A staggering 80% of telecom bills include hidden charges or incorrect billing.
Gartner

Bill Auditing & Carrier Credit Management

VoicePlus has developed proprietary software to handle the auditing of multiple carrier bills to ensure correct rates are being charged and services applied. We also negotiate and resolve all credit disputes for CCA.

Cost Visibility & Allocation

Visibility of monthly spend is delivered by VoicePlus to every CCA employee driving self-regulation. Accurate automated allocation of costs is provided to cost centres and reconciliation of journals.

THE FUTURE FOR ATRIUM MMS & CCA

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

In the years since VoicePlus introduced Atrium MMS to CCA, the solution has innovated and expanded beyond recognition.

Atrium MMS now extends from mobility to the management of endpoint computing across fixed lines, tablets, laptops, desktops, applications, vending machine Jasper IoT SIMs and endpoint IT consumables.

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