WEIR MINERALS ADOPTS ATRIUM MANAGED MOBILITY SERVICE TO ENABLE GROWTH

WEIR MINERALS
Sydney Australia
Website: Weir Minerals

EXECUTIVE SUMMARY

Weir Minerals Australia designs and manufactures highly-engineered products and services for minerals, oil and gas, and power industries.

The global company employs 18,000 people across 70 countries. In Australia, head office is in Sydney, with 1600 employees spread across 22 locations.

VoicePlus has provided Weir Minerals Australia with the **Atrium Managed Mobility** solution to

- **Consolidate** procurement and support for the Weir mobile workforce to a single point of contact - the self-service 24/7 Atrium portal app, backed up by a service helpdesk accessible through live chat, email or phone..

- **Ensure** Weir employees have the business-critical mobile devices and services they require, minimising disruption and downtime.

- **Relieve** the Weir IT team of all operational mobility tasks.

- **Enable** the Weir IT team to take on more strategic projects and meet the expectations of stakeholders across the business.

- **Action** a pre-approved cost optimisation plan including canceling services with no use, matching employees to appropriate carrier plans, and auditing carrier billing.

- **Provide** online visibility of the real time state of the endpoint fleet, and deliver comprehensive online reporting dashboards and data analytics.

CHALLENGES

Weir Minerals was managing both the Procurement and Support of its mobile workforce through the assistance of multiple vendors and its own internal resources.

The existing structure required valuable time and resources from Weir IT and Finance teams, and delivered a fragmented support model to Weir employees.

Fleet management was also reactive and did not identify opportunities for optimisation and productivity savings.

SOLUTION

VoicePlus implemented the Atrium Managed Mobility solution for Weir in mid-2017.

Atrium Managed Mobility is a SaaS environment which delivers endpoint management and provides a solid foundation for endpoint growth.

For end users the cornerstone of the solution is the 24/7 self-service Atrium portal as a single point of contact for endpoint management. The self-service model was adopted seamlessly by Weir employees.
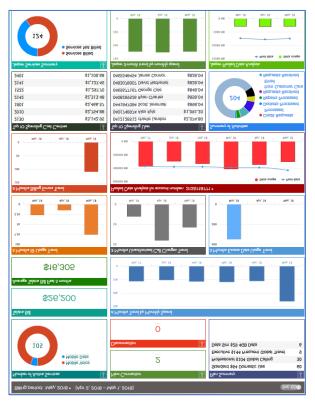
> A single point of contact for all endpoint management tasks has simplified support for employees, and freed the Weir IT team to focus on new projects and developing innovative new technologies.

The increase in speed and accuracy of endpoint management operational tasks being completed has significantly increased end user employee satisfaction.

A Priority Replacement Program ensures that no employee is left without a device for more than 24 hours.

Managing staff turnover is crucial to maintaining the Atrium asset inventory and cost allocation. A mid-life Retrieval and Redeployment Program reacts to changes in Weir's HR database. An electronic feed of data is received by Atrium on a daily basis and an automated email process alerts managers to manage departing employees.

Proactive optimisation of costs is managed by a robust Business Intelligence analytics module. Proprietary software developed by VoicePlus analyses carrier billing data identifying anomalies in usage and expenditure. This module not only highlights opportunities for cost savings, but acts on the data to pre-approved strategies which may include disconnection, changing carrier

plans or contacting the end user for an explanation or warning, or applying for a carrier credit.

Atrium Portal Billing dashboard

OUTCOMES

VoicePlus is managing 500 endpoints for Weir Minerals Australia at October 2018.

The outcomes of Atrium Managed Mobility for Weir are:

- Cost savings to meet ROI guarantee

- End user satisfaction and productivity gains

- Control of all endpoint management allowing the business to introduce endpoint-based technologies with confidence

- Freeing of the Weir iT team from endpoint management tasks

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