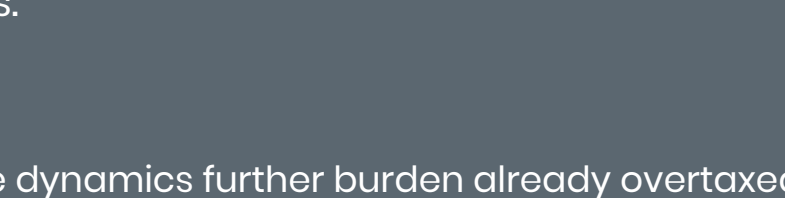




# Whitepaper: 5 Strategies To Lower Mobility Costs

Sakon • Mobile Cost Savings Whitepaper • 2019

## Introduction

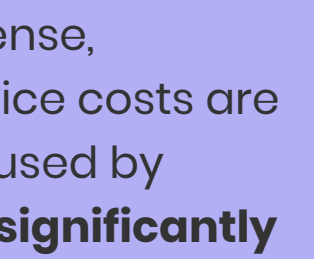


Enterprise mobility is growing in expense, complexity and unpredictability. Device costs are rising, as are the number of devices used by each employee. Additionally, carrier plans have grown more complicated and are often full of hidden costs.

These dynamics further burden already overtaxed telecom and IT staff who must source from and engage with multiple vendors for mobile lifecycle services, including support, MDM, break/fix, recovery, and disposal. And the larger the organization, the more complicated and time-consuming the tasks required whether the organization owns its mobile devices, supports BYOD, or manages both concurrently.

Simply put, fielding a mobile workforce efficiently, at the least cost, with the highest service levels is one of the biggest challenges facing the enterprise today. And getting it right matters – mobility is essential to both a company's top and bottom line.

**These 5 tips will help.**



# 5

## Strategies To Lower Your Mobility Costs

Enterprise mobility is growing in expense, complexity and unpredictability. Device costs are rising, as are the number of devices used by each employee. **Here are 5 ways to significantly cut mobility costs:**

### 1. Remove Carrier Device Subsidies

What could be better than leasing your enterprise's mobile devices directly from the carrier? Not doing that! **Carriers want your minutes not your devices** and are willing to provide you much better rate plans if you free them from being a hardware middleman.

What's the price of having your device costs baked in with your monthly plan? **As much as \$25 per month per line per device.** For enterprises with thousands of mobile devices, that's a hefty convenience fee. Uncouple device rental from your rate plan now and look at savings of up to six and seven figures.

**Real examples of how much our customers saved:**

Industry	Users	Monthly Savings	24 Month Savings
Business Consulting	1,100	\$15,000	\$360,000
Pest Control	2,300	\$30,000	\$720,000
Healthcare	2,700	\$60,000	\$1,400,00



### 2. Implement "End Of Life" Plan

Many enterprises continue to lose thousands of dollars paying monthly service fees for devices no longer in use.

✓ **Implement a plan for each device, and closely track pay off dates**

✓ **Large enterprises have reported paying more than \$2,000 for a \$599 smartphone because the carrier did not stop billing**

But that's not all: you'll need to **watch the monthly service plan**, too. Many enterprises continue to lose thousands of dollars paying monthly service fees for thousands of devices in use. And don't forget to **keep track of device pay-off dates**. Large enterprises have reported paying more than \$2,000 for a \$599 smartphone because the carrier did not stop billing for the subsidy and no one caught the error.

### 3. Own "Expense Allocation" Internally

Don't depend on your carriers' systems. Accurately allocating mobile expenses across a large enterprise is a big challenge, and the temptation to "let the carrier do it" is understandable. But don't! It's wasteful both in terms of manpower and opportunity costs.

#### Reasons Not To "Let The Carrier Do It"

- ✗ Limits the ability to pool data effectively, creating several small pools of data instead of a single central one.
- ✗ The process has to be duplicated for each carrier used.
- ✗ There is no automation with carrier systems in terms of updates, so the enterprise is bound to more overhead to manually update the carrier system and ensure orders go into the appropriate billing account.

### 4. Integrate MDM Data with Carrier Data

Data is key to managing mobility costs, so put it to work. One great way to do so is by **reconciling your MDM data with carrier billing data to ensure that what you are paying carriers each month is correct and the inventory you are being charged for is accurate.** The true data source is the device itself: MDM data reconciled to carrier data will quickly spotlight discrepancies in liability, compliance, device inventory and usage.

### 5. Use A "Top Expensive Users" Report

Increase awareness of how mobile usage affects the budget for the BU

- ✓ **A top 10 most-expensive user list will increase awareness of how mobile usage affects budget**
- ✓ **End users will not want to show up on this list and will change behavior to avoid appearing on it.**



## Putting Tips Into Action:

Sakon's **MDaaS** Can Help You Cut Costs & Simplify Your Mobility Ecosystem

### Here's What You Get With MDaaS by Sakon:

- The Sakon Platform:** Provides asset management, request management, carrier billing visibility, MDM inventory, invoice visibility, reports and dashboards, and service orchestration to coordinate all support functions and track SLAs.
- Device and Accessory Procurement Services:** Acquires devices and accessories from manufacturers and distributors, finding devices at the lowest costs.
- 24x7x365 Help Desk Support:** For administrators and end users.
- Broken and Lost Device Support:** Triage and service facilitation. Enterprises may add third-party insurance or on-site repair.
- End-of-Subscription Services:** One-stop collection and wiping of devices.
- Logistics Services:** Custom device staging and kitting.
- Spare Pool Management:** Overnight shipping of a replacement device and handling of warranty repairs.
- Insurance and Repair Services:** Add third-party hardware insurance for broken devices or integrated repair options.
- Billing and Orchestration Services:** Advanced bill presentment services including allocation of all per-user charges.
- Carrier Invoice Management Services:** Manage the receipt, allocation and payment of invoices for all corporate-liable devices.
- Optimization Services:** Ongoing carrier optimization services, done on a monthly, quarterly, bi-annual or annual basis.

## Get In Touch

To learn about Sakon, visit our website at [Sakon.com](http://Sakon.com) or contact us at [info@sakon.com](mailto:info@sakon.com)