

Backlog Relief and

**50%**  
**Reduction in Costs**



TMR entered into a traditional telecom cost savings audit with a health care firm in late 2009. The company had been recently purchased by a private equity firm and had undergone substantial personnel and cultural changes. Not surprising or unusual for this type of engagement, we uncovered a fairly large amount of savings through our normal mobility plan optimization. As we completed the implementation of the plan modifications, it became clear that keeping the plans current was going to be a struggle. As we looked into their staffing issue, we found the real problem.

During our on-boarding process we uncovered over six months of back-logged cell phone requests. Some were for new lines of service for employees that had been hired but had resigned before their request had ever reached the “top of the pile”. We also found many devices had little or no usage for months on end. What did we do? We put a plan in place to report on then validate every device. The result? We canceled over 50 devices (out of 250 billing), including a box of phones of terminated employees we found in a desk in the IT department and nearly all of them were still active!

While this is an extraordinary case, it is not unusual for requests not to receive the priority the end-user would like when they are handled by internal staff with production support responsibilities. We find our focused and dedicated approach to mobility management shortens the request cycle and improves the perception of the IT department by others.

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