HEALTHCARE PROVIDER CASE STUDY

GoExceed Helps Healthcare Provider Cut Mobility Costs In Half

CLIENT PROFILE

- ➤ U.S. based healthcare provider
- ➤ 3,000+ mobile devices
- ➤ $1M+ annual mobile spend

CHALLENGE

- ➤ High monthly costs
- ➤ Increasing voice and data usage
- ➤ Multi-carrier environment
- ➤ Limited IT support

RESULTS

- ➤ Monthly savings over $85,000
- ➤ Centralized reporting, management and procurement across all carriers
- ➤ No service disruptions or carrier change

CHALLENGE

The client is one of the U.S.' premier healthcare providers, with over $500M in annual revenue. Their mobility environment consisted of tablets, smart phones, and laptops, adding up to over 3000 total devices allocated. In addition to the growing costs, administering their corporate-sponsored mobility program was becoming increasingly more time consuming and challenging.

SOLUTIONS

As the company grew and migrated to electronic data collection and tablets, their data costs skyrocketed. With multiple carriers used, their reporting and analysis of their costs took more and more time. Keeping track of device locations and allocations was becoming almost impossible. GoExceed's optimization technology analyzed historical usage patterns for each of the client's 3,000+ lines and aligned each with the most appropriate plans available. The GoExceed team also identified and removed, with the client's permission, redundant calling features and items that were active on only a few lines. Altogether these changes resulted in 41% overall savings within the first month, with no provider changes, and no changes to the end-user's experience. Our analysis also identified over 200 activated lines that had zero usage over a 3- month period, which the client was paying for each month.

WIN

After instituting GoExceed's mobile management solutions, custom reporting was able to show the client their deployed devices, data usage for individual devices, and to whom the various devices were issued. This made tracking and optimization of equipment in the field much easier. Later, GoExceed renegotiated the contracts of each carrier, optimizing multiple 'hidden" options and was able to implement an immediate savings of over $300,000 for the client.