

## Case Study

# Xerox's mobile best practice

Mobile Universe delivering transparency, control and resource savings



**Xerox are the Global leader for document management systems and are synonymous with implementing best practice in every area of their business.**



### The challenge

Xerox Europe is a vast corporation – employing 8,000 staff in the UK alone. Mobile communications are essential to the operation of the business, but until recently, it was at a cost that was escalating year-on-year. Monitoring user handsets and contracts across ten different companies was an administrative nightmare and this was compounded by the variety of users across a wide range of departments. Xerox needed a centralised form of control, as with all non-core activities. The key challenges were:

#### Benefits Summary

- 37% savings in 1<sup>st</sup> year
- Online visibility of all mobile costs
- Internal resource saving
- Ongoing management

- Escalating usage costs despite falling unit costs
- Maintaining an accurate user database
- No mechanism for checking Personal Usage
- Internal resource for mobile administration

### The solution

Xerox chose to implement Mobile Universe for all elements of Mobile Management which incorporated Wireless Expense Manager for the purpose of monitoring personal usage. The benefits of which were:

- Online policing of personal usage to reduce cost
- Maintained user database
- Cost centre manager visibility of users costs
- Internal resource saving

"We now have the tools and expertise to better manage call volumes for our mobile phone fleet. Without this Xerox Europe would not have achieved the significant cost reductions we have attained to date."

Phil Grayer, Business Partner  
Technology Xerox Europe states:

## The benefits

### 37% reduction in total mobile costs

Through implementing processes to adhere to Xerox's mobile policies in every area, validating the network invoicing and giving visibility of end user billing, total mobile costs were reduced by 37% in the first year.

### Audit of all users and devices

The Audit identified devices which weren't being used, belonged to a different company, were with ex-employees or were simply unaccounted for. All of this represented a reduction of 10% in the mobile device fleet.

### Visibility of mobile expenditure

All charges are allocated against device, user and cost centre with online visibility. Profile driven access to the online system allows spend to be viewed across the entire company down to an individual user. Cost centre managers can view and report on usage for their area which encourages more effective management of costs.

### Personal call tracking

Xerox's policy is to not allow personal calls on the company mobile. This policy is policed through allowing all end users and cost centre managers visibility of end user billing. In addition monthly reporting on certain call types highlights any abuse.

### Network invoice validation

Each month the network invoice is verified with any errors being immediately resolved by ttMobiles with the network provider. Typically 5% of annual invoices are repaid in billing errors and the managed service avoids the process of invoices in dispute with credit control and possible disruption to service.

### Ongoing management

ttMobiles provide Xerox with a dedicated helpdesk and Service Management for all end user requests. This releases internal Xerox resource from the day to day activities associated in managing the mobile fleet.

## Profile

### Company

Xerox

### Type of Business

Document Management

### Solution Required

Ongoing Management

Online personal call tracking

Online visibility of all mobile costs

Network Invoice Validation

### Solution chosen

Mobile Universe

To find out more on how ttMobiles can make a real difference to your business call 01235 829444

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Visit [www.ttmobiles.com](http://www.ttmobiles.com)

