



Case Study: The Papé Group

Background

For more than 75 years, The Papé Group has been providing large equipment to many industries including agriculture, construction, forestry, and mining. The company uses devices on their equipment to track and record important information regarding usage. The organization's mobility environment had grown rapidly with more than 3,600 devices, making it extremely challenging for a small IT staff to manage. The decision to turn to vCom was an easy one, based on the existing successful partnership for Papé's network IT management needs.

"vManager is really simple to use and cut our project time down from what used to be days to mere minutes!"

Rod Elledge - The Papé Group, Software Manager

Challenges

With a limited taskforce focused on managing an environment of over 3,600 devices, Papé's small IT staff was struggling under the weight of a mobile environment that grew substantially, by 500 devices, in less than a year. They also faced increasing pressure to reduce mobile spend while saving time. Rod Elledge, Papé's Software Manager, mentioned how vCom was, "a natural candidate in our selection. It really came down to choosing the people who were known to go the extra mile to help with special requests. We felt comfortable that they would be able to handle this type of challenge."

vCom suggested the transition to a more modern solution, reliant on policy, process, and technology rather than people. vCom's vManager software platform offered increased visibility into usage and spend and the vCom professional services team eliminated the majority of the day-to-day work being performed by the Papé IT staff. Together, they developed a plan to reduce costs by 10 percent, data usage by 20 percent, and decreased time and energy for Papé's IT team by 70 percent.

By the Numbers

Locations

148

Carriers Under Management

33

Mobile & Network Spend

\$4.4
Million

Assets Under
Management

9,167

Transformation

vCom worked with Papé to implement tighter cost controls by proactively optimizing usage in real time through a powerful cloud-based platform. vManager receives daily usage feeds from major carriers, allowing vCom to proactively identify cost-saving opportunities (overages, international travel, inventory inaccuracies, etc.) prior to Papé being invoiced, thereby eliminating wasteful IT spend. With real-time revisions to plans, the program optimizations resulted in Papé exceeding their savings goal of more than 10 percent.

By introducing advanced automation throughout the various carrier processes, Papé realized a tremendous reduction in the time required to manage their environment. Automating MACDs resulted in total time-savings of more than 70% company wide. Elledge said, "A big benefit was vCom's AP Posting File. They were able to grab all of our carriers and put the information into one consolidated bill. We then could easily upload the spreadsheet into our business system and post instantly."

As with many companies today, Papé was witnessing a sharp, steady increase in data use. By configuring vManager to push usage reports to the organization along with the associated costs, data usage began to decrease. By simply ensuring that users were aware of the impact their data usage had on costs, usage decreased by over 20 percent.

vCom helps manage four categories of spend for Papé:



Results

vCom currently manages \$4.4 million dollars in total assets for Papé: \$2.3 million in mobile and the remaining \$2.1 million in network spend.

vCom was able to provide Papé with real-time usage and proactive optimization. User alerts improved visibility and reduced data usage. With vCom's automated true usage cost allocation across 33 carriers for over 9,167 devices, Papé reduced the time required to administer and process each bill by hundreds of hours per month. The overall program optimization also resulted in a huge cost reductions, per line.

10%

Cost reduction

20%

Decrease in data usage

70%

Reduction in Management