"Thanks to Renodis we get more in-depth reporting, analysis, and control of our mobility area (including both spend and usage) while freeing up more time for myself and my employees to focus on other areas for our customers."

- Mike Colley, EUC Infrastructure Architect
Wright Medical Group

17% ↓	+	+
Reduction in international usage charges	Enhanced reporting for all data usage and costs	Focused management of mobility carriers

WRIGHT
FOCUSED EXCELLENCE

CHALLENGE

Mike Colley, Director of IT at Wright Medical, knew they needed to find ways to deploy their limited IT resources in a more strategic and productive way. Due to the time consuming nature of professionally managing mobile devices, looking to a third party would produce a strong financial case and ROI.

Specific Challenges

- Limited time and resources to:
  - Ensure competitive voice/data rates
  - Confirm vendor contracts are in line with market, all discounts and incentives included
  - Ensure international management practices are in place
- Getting devices to end users quickly, ensuring tickets are being worked and end user is being provided a solid experience
- Inability to run custom reports with data usage, total cost per user
- Inability to track mobility charges by department

HEADQUARTERS
Memphis, TN

INDUSTRY
Orthopedic & Prosthetic Equipment

NO. OF DEVICES
1,000+

PRIMARY BUS DRIVERS
Committed to delivering innovative, value-added solutions improving quality of life for patients worldwide.

SOLUTION - Mobility Management Services (MMS)

MMS is a complete enterprise mobility management solution focused on creating best-in-class outcomes. MMS can be a stand-alone solution or a subset of Renodis' full Telecom Management Solution.

Help Desk Support

- Carrier order processing
- Live agent level 1 & 2 device support
- Carrier escalation management
- Asset utilization review

Financial Management Activities

- Spend allocation by cost centers
- Ongoing management of devices, plans, features
- Monthly audit of invoice charges
- Monthly plan optimization
- Carrier billing and credit management

Vendor Management

- Manage vendor relationships and escalate billing issues
- Monitor contract timelines
- Negotiate contract renewals/revisions

RESULTS

Technology

- Renodis technology platform, Vision, provides all reporting for data usage, total cost per user
- Renodis incorporated reporting by GL codes which allows billing to individual business units

Business

- Implementation of best practices, reducing risk of overages due to international travel
- Mitigated risk during merger integration of mobility environment

Economic

- 17% reduction in international usage charges
- 9% overall cost per device decrease
- Corporate visibility to individual data usage for improved plan management
- Vendor contract consolidation to leverage discounts
- Reduction in IT resources within mobility environment

Support

- End user education for improved data usage
- Single number to call for ALL mobility needs
- End user support enhanced by focused management of mobility carriers

Total Int'l Mobility Spend/Asset

Month	Spend/Asset
March 2016	$71
June 2016	$49
Sept 2016	$61
Dec 2016	$57
Jan 2017	$42