

Case Study: McAfee

For McAfee, the process of validating the mobile airtime bill, in addition to accessory and hardware purchases, was consuming significant internal resource and leading to billing disputes with the network provider.

Challenges

- Insufficient resources for mobile management
- Difficulties in bill validation and hardware purchasing
- Limited visibility of costs by user and cost centre
- Internal recharging time consuming and inaccurate
- Need to be more timely in responding to mobile user queries
- Tracking mobile assets

Benefits

- Internal resourcing saving 1 full time head
- 6 month return on investment
- Mobile assets tracked by user and cost centre
- Easier compliance with VAT requirements
- Improved service to end mobile users

ttMobiles solutions

- Outsource all elements of mobile administration
- Complete mobile administration
- Monthly invoice validation
- Online profile driven reporting of all mobile costs
- Dedicated help desk for all user queries

“We have delivered internal savings to the business, ensured compliance with our VAT obligations and have all spend checked and reported on monthly through ttMobiles.”

Colin Haycock, McAfee