

## Case Study: Xerox

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 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.

### Challenges

- Escalating unit costs despite falling unit costs
- Maintaining an accurate user database
- Monitoring handsets and contracts across ten businesses
- Visibility of user costs for cost centre managers
- Mechanism for checking personal usage
- Internal resource for mobile administration

### Benefits

- 37% reduction in total mobile costs
- Control over all aspects of mobile spend
- Internal resource saving
- Visibility of mobile spend throughout business
- Easier compliance with VAT requirements
- Audit of all users and devices

### ttMobiles solutions

- Full outsourcing of all elements of mobile administration
- Managed help desk for all end user queries
- Monthly network invoice validation
- Online visibility of all mobile call costs
- Policing of personal use

**“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, Xerox