

Service: Audit Manager

A SERVICE TO CREATE OR UPDATE MOBILE DATABASES

A database of mobile users and devices goes out of date very rapidly. Yet cost control is virtually impossible without authentic, up-to-the-minute records.

ttMobiles' Audit Manager includes an online survey site to capture information from your mobile users, while a dedicated project manager oversees the audit. We are experienced in performing surveys across multiple carriers, using multiple languages.

WHAT YOU GET

- An accurate database of users and their mobile assets
- Database cross-references to carrier billing
- Unregistered devices with no call spend (device is on the bill, but has made no calls)
- Unregistered devices with call spend (e.g. past employees who still have a company mobile, or users who have failed to complete the survey)
- A report with analysis and recommendations based on over ten years' experience of mobile management

HOW IT WORKS

- The project manager liaises with you to design the audit
- A tailored, online site is created for data collection
- You can add your own questions to the survey, e.g. device make and model, cost centre membership
- We advise on the best methods for ensuring maximum response, rapidly
- Users are contacted via text message or e-mail to complete the survey
- Where users have no internet access, alternative data collection methods are used
- Users who do not respond are followed up by email, text or phone call
- The results are cross-checked against network bills and your internal records

BENEFITS

- Cost reduction through eliminating unused devices (typically 12% are unused)
- Network billing validation; ensure you are being billed for your devices, and no others
- Better information for creating a tender when considering network migration
- The ability to make decisions based on facts, not assumptions