

Service: Mobile Universe

A FULLY OUTSOURCED MOBILE MANAGEMENT SERVICE

Mobile Universe removes the need to engage internal resources in managing mobiles and users. It gives enhanced visibility and control of all elements of cost, such as airtime and hardware purchases, so as to reduce the total cost of the mobile fleet.

With Mobile Universe all end user queries and requests are logged by the ttMobiles helpdesk and processed according to company policy. Every cost is allocated against a device, a user and a cost centre, with comprehensive reporting available online.

Mobile Universe incorporates Wireless Expense Manager, the interactive bill management tool which allows online personal call repayment and internal recharging.

KEY FEATURES

All the features of Wireless Expense Manager, PLUS:

- One stop, centralised, fully accountable administration for every aspect of your mobile fleet
- Outsourced management of the database of users and assets, continuously updated
- Validation of all airtime and hardware purchases, with costs allocated to user and cost centre
- Enforcement of policy on mobile device procurement and use
- Helpdesk to validate user queries and requests against company policy
- Reporting against every cost element down to user level
- Easy mechanism to recover personal calls from users

BENEFITS

All the benefits of Wireless Expense Manager, PLUS:

- Minimalises internal resource needed to manage mobiles
- Typically reduces mobile fleet costs by 30%