

# Mobility Management Solutions

*to help you maximize the value of your investment in mobility*



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BASED ON LEAN SIX SIGMA PRINCIPLES, CALERO'S VALUE ACCELERATION PROCESS (VAP) ASSURES QUALITY, SPEEDS TIME TO VALUE, AND ENSURES CONTINUOUS IMPROVEMENT OF ALL THE ENTERPRISE COMMUNICATIONS SERVICES WE DELIVER TO OUR CUSTOMERS.

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Maximizing the value of your investment in mobility is a matter of finding the right balance between capabilities, cost, security, and usability. That's where Calero can help. Our Mobility Management solutions address the challenges of managing an increasingly mobile workforce:

- How will you manage all aspects of mobility?
- Will you allow employees to use their own devices?
- Are you exposing corporate data to security risks?
- How will you support employee repairs and replacements as well as manage their applications?

Calero offers the technology, services, and consulting expertise to help you successfully manage mobility, from initial design, through procurement, deployment, security, expense management, and support.

Mobility Management is part of Calero's Enterprise Communications Management suite, which includes solutions for usage, expense, and telecommunications management. With more than 30 years of experience, over 3,000 corporate customers worldwide, and purpose-built technology second to none, Calero knows how to help you maximize the value of your investment in mobility.



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CALERO'S WORLD-CLASS MOBILITY MANAGEMENT SOLUTION HELPS YOU ENABLE AND OPTIMIZE YOUR MOBILE WORKFORCE, WITHOUT INCURRING ADDITIONAL RESOURCE COSTS.

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### **Mobility Management Capabilities and Benefits**

Mobility poses unique management challenges. Who in your organization has been assigned mobile devices? What are they costing you? How are they being used? How are break/fix issues resolved? Are you ensuring secure access? Our Mobility Management solution supports the entire lifecycle of all mobile devices accessing your network services and includes Enterprise Mobility Management (EMM), to let you remotely manage devices and applications. We utilize a single delivery SaaS process to leverage cloud technology for flexibility and cost effectiveness while supporting enterprise-wide business changes and rigid security standards.

#### **Mobility Management Capabilities:**

- Remotely manage devices, applications, and data
- Administer and enforce usage and security policies
- Provision and approve correct devices for each type of user
- Streamline activation and resolution of incidents
- Purchase and provision mobile services, applications, and devices
- Audit and optimize spending
- Utilize benchmarking to help negotiate great contracts
- Manage and resolve carrier and vendor disputes
- Support users with mobile help desk services

#### **Mobility Management Benefits:**

- Maximize mobile workforce productivity
- More time and resources to focus on your core business
- The best possible contract terms, rates, and conditions
- Continuous vigilance to ensure that your services are optimized
- Expert guidance on usage policy and data security
- Best practices with regard to employee vs. corporate device ownership

#### **With You, Every Step of the Way**

Our industry experts are there to help you – every step of the way. From the initial solution design, through procurement, deployment, securing, managing and supporting, our consulting experts bring years of experience to help you address every mobility challenge.

**DESIGN** – Calero offers comprehensive consulting services to help you navigate the complexities of any mobility challenge. Our design experts will customize a solution that meets your unique goals and situation. Our Design services speed decision making, ensure best practices, maintain competitive advantage, and reduce the risk of delays and cost overruns.

**DEPLOY** – We manage every aspect of enterprise mobile deployments – regardless of size. Calero supports a variety of deployment models to ensure every device is carefully received, inventoried, charged, imaged, secured,

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tested and delivered to the right user by the appropriate time. We also provide the necessary support for all devices to keep employees up and running.

**PROCURE** – Calero streamlines ordering and managing enterprise mobility from the initial employee shopping experience to management workflows, policy acceptance, and device delivery.

**SECURE** – Calero supports MDM (Mobile Device Management) with a unified solution for the entire lifecycle of the device – including thousands of brands, applications, technologies, and carriers. For any combination of corporate or individual owned devices, Calero’s security solution effectively manages all devices and their applications as well as stores and delivers content.

**MANAGE** – We provide proven tools and services designed to give you better visibility and control over every aspect of your mobility needs. Calero organizes overall communications costs across the entire enterprise to enable timely, informed decisions, optimize costs, and drive better results to your bottom line.

**SUPPORT** – To ensure our global client solutions run smoothly and employee productivity is maintained, we provide local support 24/7/365. We are certified to support all leading mobile devices and applications and manage device activations, replacements, repairs, deployments, and procurement.

## Consulting and Professional Services

Every organization has unique communications management needs. We take the time to understand your requirements so we can design and deliver the solution that’s right for you. Our expert services include the following:

### Mobile Consulting

Our mobile consulting experts help you manage every stage of your mobile landscape – ensuring it’s done right, the first time. We offer expert planning and best practice consulting for:

- BYOD
- Business Process
- MDM Selection
- Policy Development
- Mobile App Consulting
- Network Capacity Management
- Security & Compliance Audits
- Mobile Invoice Audits
- Portal Tools Requirements
- Training

### Implementation

- Our fully documented onboarding methodology speeds time to value and mitigates risk for on-premise implementations.
- Recommendations and policy and procedure templates predicated on industry-proven best practices to help improve your operational efficacy.

### Audit and Inventory Build

- We will help you build an inventory, verify your carrier services, and conduct line verifications to ensure services are active and being utilized. We can also compare contracts to

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## WANT TO OPTIMIZE YOUR MOBILE WORKFORCE?

CALERO WILL GET YOU THERE WITH MANAGED MOBILITY SERVICES, EXPENSE MANAGEMENT, MOBILE DEVICE MANAGEMENT, AND THE BEST CUSTOMER SUPPORT IN THE INDUSTRY. OUR WORLD-CLASS SERVICE DESK WILL RESOLVE YOUR END USER ISSUES QUICKLY TO REDUCE DOWNTIME AND IMPROVE PRODUCTIVITY. WE’LL HELP YOU ENFORCE POLICIES, MANAGE DEVICES, AND CONTROL COSTS ACROSS YOUR ENTERPRISE.

CALERO WILL HELP YOU:

- GET THE RIGHT MOBILE DEVICES TO THE RIGHT PEOPLE
- ESTABLISH APPROPRIATE POLICIES
- RIGHT-SIZE POOLS AND ELIMINATE OVERAGES
- CORRELATE CONSUMPTION TO PERFORMANCE
- MAXIMIZE END-USER PRODUCTIVITY



OUR INTEGRATED EXPENSE MANAGEMENT SOLUTION PROVIDES A COMPLETE OPERATIONAL AND FINANCIAL PERSPECTIVE OF YOUR MOBILE COMMUNICATION EXPENSES.

invoices to find potential savings opportunities.

### **Assessments**

- We will assess and document your network operations and technology; optimize your local, wireless, and data services to generate rapid savings within your existing contract terms.

### **Sourcing and Benchmarking**

- We'll benchmark your contract rates, terms, and conditions against the best available for similar spend, jurisdiction-based on the data we've been collecting for more than 10 years from hundreds of contracts, sourcing engagements, and additional sources.
- We will provide complete managed sourcing services – from assessment of requirements to RFP management – to help you secure contracts tailored to your needs.

### **Calero – We do Mobile**

- Bring Order to Mobile Chaos
- Manage Costs
- Maintain Best Practices
- Streamline Business Processes
- Create and Enforce Mobile Policy
- Protect Corporate Data
- Support Mobile Users 24/7
- Maximize Employee Experience
- Lower Total Cost of Ownership

### **About Calero Software, LLC**

Calero's Enterprise Communications Management suite includes solutions for Expense Management, Mobility Management, Usage Management, and Telecommunications Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities, and government agencies. Calero is headquartered in Rochester, NY, with additional offices in Georgia, Ohio, and Tennessee. For more information, visit us at [www.calero.com](http://www.calero.com) or [www.call-accounting-solutions.com](http://www.call-accounting-solutions.com), or call 585.381.6000.