Tailored Procurement Solutions for Today’s Mobile Enterprise

PROCUREMENT MADE EASY

Mobile procurement is a crucial part of your business - whether it’s securing phones for new employees, managing rate plans and features, or acquiring IoT/rugged devices to drive everyday business and collect critical decision-making data. Managed correctly, a positive on-boarding experience can lead to increased employee satisfaction, higher retention rates and enhanced operational efficiencies.

Calero streamlines every aspect of the mobile procurement process, from the initial employee shopping experience, to backend management workflows, to device delivery and everything in between. Our solutions help you maximize carrier relationships, automate processes, control costs and enforce corporate adherence to your mobile device policies.

ENHANCE YOUR EMPLOYEE MOBILE EXPERIENCE

• Intuitive self-service portal combines convenience and simplicity into one unified tool - accessible anytime, anywhere, on any device
• Employees can select from a customized, online catalog of pre-approved devices, rate plans, features and accessories
• Easily track order status, including usage history and support tickets
• Request mobile support directly within the application

KEEP YOUR FINGER ON THE PULSE

• Executive overview enables immediate insight into team orders, usage, trends, and other important KPIs with customized dashboards and real-time analytics
• Administrators can view requests by device type, carrier, cost center and more
• Backend management tools allow proper access to the right services and applications

IMPROVE OPERATIONAL EFFICIENCIES

• Take advantage of volume discounts, supplier relationships and system enhancements to reduce external spend, while enhancing overall quality and performance
• Centrally track all transactions and report on requisitions, purchased items, orders in process and payment.
• Standardize approval processes and workflows to ensure appropriate levels of authorizations are followed and spend is aligned with contractual obligations.
• Ensure contract compliance and adherence.
EMM or Mobile Device Management build and effectively manage devices via Leverage Calero’s certified expertise to INTEGRATION MANAGEMENT (EMM) ENTERPRISE MOBILITY service and device activation. of your mobile assets, including carrier device cascading. Simplify the deployment advanced replacement and recycling, and includes staging and kitting, depot repair, Forward and reverse logistics support into your existing purchasing system. Calero also supports integration directly to the right services and applications. access, while enabling proper access a selection of approved devices and Custom catalogs provide employees with buy or upgrade devices and accessories. expense management portal to help employees with a centralized self-service procurement portal to help employees buy or upgrade devices and accessories. Custom catalogs provide employees with a selection of approved devices and accessories, while enabling proper access to the right services and applications. Calero also supports integration directly into your existing purchasing system.

PROCUREMENT
Automate the purchasing and provisioning of mobile devices across the organization with a centralized self-service procurement portal to help employees buy or upgrade devices and accessories. Custom catalogs provide employees with a selection of approved devices and accessories, while enabling proper access to the right services and applications. Calero also supports integration directly into your existing purchasing system.

DEVICE LOGISTICS
Forward and reverse logistics support includes staging and kitting, depot repair, advanced replacement and recycling, and device cascading. Simplify the deployment of your mobile assets, including carrier service and device activation.

ENTERPRISE MOBILITY MANAGEMENT (EMM) INTEGRATION
Leverage Calero’s certified expertise to build and effectively manage devices via EMM or Mobile Device Management (MDM) solutions. Core processes include platform selection, application deployment, training and documentation, security, OS updates and user support. Ensure all devices, corporate or personally owned, connecting to the corporate network adhere to company security standards via EMM mobile policies. Employees have real-time access to corporate content (applications, data) with over-the-air (OTA) updates, allowing them to be “mobile” and on the go. Calero is certified on most major MDM/EMM platforms, including Airwatch, MobileIron and IBM MobileFirst.

SERVICE SUPPORT
Calero supports your employees with dedicated, expert resources, as well as self-serve solutions for all mobile hardware, software and carrier-related issues. In addition, Calero provides support for common day-to-day challenges, such as EMM/MDM enrollment, email issues, app performance, lost phones, device/service plan upgrades and more.

ASSET MANAGEMENT
Gain complete control with a centralized mobile device database. Enable detailed visibility that includes accurate identification of each user and wireless asset, in addition to specifics about individual devices, such as rate plan, device model, SIM numbers and more. Ensure accurate asset information by integrating and reconciling data from carrier systems and EMM platforms.

EXPENSE MANAGEMENT: INVOICE PROCESSING AND ANALYSIS
Automate the processing and payment of invoices, as well as support external financial systems integration. Analyze your detailed voice and data usage to identify and manage cost objectives, and receive automatic notifications of opportunities for dispute and recovery.

Calero Software
Calero is a leading global provider of Communications and Cloud Lifecycle Management (CLM) solutions designed to turn communication data into actionable insight by simplifying the management of voice, mobile and other unified communications services and assets. With a deep commitment to innovation and customer service, Calero’s CLM approach enables organizations to support the full communications lifecycle, from procurement to payment, including software and services that aid Telecom Expense Management (TEM), Managed Mobility Services (MMS) and Usage Management.

Calero has thousands of customers in over 50 countries worldwide, including Fortune 2000 corporations, universities and government agencies. Calero is a portfolio company of Riverside Partners, a Boston-based private equity firm. Learn more at http://www.calero.com.