

## Enterprise Mobility Management (EMM)

**Leave the burden of managing cellular plans and devices to SPS.**

From developing a BYOD policy to identifying savings, SPS will help you manage your wireless lifecycle from start to finish – including ongoing cost optimization and a Mobile Support Center to fulfill end-user needs and change management.



### What is EMM?

The explosive growth in mobile users, devices, and applications have many benefits in today's business environment, but are creating lots of challenges for IT departments to stay in front of. Two of the most pressing needs are containing costs and handling the growing day-to-day support burden of all these new users. Enterprise Mobility Management (EMM) is SPS's simple bundled solution to address these pressing needs.

EMM is an SPS Managed Services offer fulfilled in partnership with Cannon Group, a well-established provider specializing in mobile support and expense management solutions. By selecting EMM, you can leverage specialized expertise, tools and resources to off-set the time-consuming burden of managing mobile plans and devices, and create sustained savings in your mobility expenses; all while delivering outstanding support to your mobile users. According to a 2013 Gartner article\*, "as mobile strategies expand IT service requirements in 2013... [end] users have high expectations for mobility services."





# EMM Provides...

- Review of your Mobile/BYOD Strategy & Policy
- Initial and on-going assessment and cost optimization of your wireless carrier contracts
- Contract Management & Commitment Tracking
- Realized Savings Tracker
- Mobility Management & User Support Portal
- Mobile Support Center to support & coordinate MACD's and provide "Tier 1" User Support
- Asset & Vendor Management
- Custom Reporting

## How it Works

### Initial Stage

- Examine your mobile / BYOD strategy and policy
- Review and assess your vendor contracts
- Identify immediate cost savings and optimization opportunities
- Set up your Mobile Support Center and Mobility Management Portal
- Provide end-user training and log-in assistance

### Ongoing Services

- Users access Portal and Mobile Support Center for day-to-day wireless requests and questions
- Mobile support center handles vendor issue resolution and all carrier interaction
- Carrier contracts and usage are proactively managed and commitments are tracked
- Ongoing optimizations to sustain savings
- Reporting: Cost savings, Trending, Inventory, Contract end-date & upgrade details, etc.
- Quarterly executive briefings

## Benefits

- Relieve IT staff of tedious and time-consuming day-to-day mobility support burdens
- Create and sustain substantial cost savings
- Control costs as new offerings emerge and device counts increase
- Provide outstanding end-user experience through Portal and Mobile Support Center
- Gain outstanding report visibility of your mobile contracts, device inventory, costs, savings, and usage trends
- Increased Carrier negotiation leverage
- Proactive, ongoing analysis of existing plans, usage, pool adjusted allocation, cost distribution, and evolving carrier offers

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