



*"I was extremely happy with the operations and professionalism of InTech's in-country resources. They were the best in proactivity, taking responsibility, and making good decisions."*

Project Manager, Voice Services  
Global Communications  
Company

## Case Study: **Mobile Optimization**

Improved the accuracy of mobile phone invoicing for 100,000+ subscribers at sites across the globe

### **Client**

**Leading cellular communications company**

### **Situation**

With 100,000+ employee mobile phone subscriptions globally, the client believed that there was a high likelihood it was over-paying for mobile services. The problem was that its central user database was old and had never been updated. The LDAP directory was different from the accounts directory, and the client couldn't confirm the accuracy of mobile invoices. The company didn't have the short-term manpower to attack the issue.

### **Solution**

InTech created a central, online SharePoint-based database, and deployed its local resources to coordinate with carriers and company sites to obtain all records and current and possible rate plans. The team did a detailed software and manual analysis, comparing contracts, subscriptions, usage and rate plans. After identifying discrepancies, team members coordinated with carriers to make changes in usage plans, then confirmed that the changes were made.

### **Results**

Over \$7 million in annual savings were realized due to InTech's optimization work.

### **About InTech**

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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