The Papé Group Lays Foundation for Smarter Mobile Management

With vCom's help, The Pape Group streamlined its management of over 3,600 mobile devices, achieving significant cost reductions and operational efficiencies through automated processes and enhanced visibility.

BACKGROUND

With more than 160 locations and 4,000 employee members, Papé serves the capital equipment needs of the construction, forestry, agriculture, warehousing, material handling, and trucking industries throughout the West.

> "vManager is really simple to use and cut our project time down from what used to be days to mere minutes."
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> **ROD ELLEDGE**
> **THE PAPÉ GROUP**
> **SOFTWARE MANAGER**

CHALLENGE

With a limited taskforce, focused on managing an environment of over 3,600 devices, Pape's small IT staff was struggling under the weight of a mobile environment that grew substantially. They also faced increasing pressure to reduce mobile spend while saving time. Rod Elledge, Papé's Software Manager, mentioned how vCom was, "a natural candidate in our selection. It really came down to choosing the people who were known to go the extra mile to help with special requests. We felt comfortable that they would be able to handle this type of challenge."

vCom suggested the transition to a more modern solution, reliant on policy, process, and technology rather than people. vCom's vManager software platform offered increased visibility into usage and spend and the vCom professional services team eliminated the majority of the day-to-day work being performed by the Papé IT staff. Together, they developed a plan to reduce costs by 10 percent, data usage by 20 percent, and decreased time and energy for Papé's IT team by 70 percent.

Challenges

- IT Telecom employees managing 3,600 devices
- High data usage across the organization
- Too much time being spent managing IT-related tasks

Impact

- 10% reduction in mobile devices costs
- 20% reduction in data usage
- 70% reduction in time spent managing devices

SOLUTION

vCom worked with Papé to implement tighter cost controls by proactively optimizing usage in real time through a powerful cloud-based platform. vManager receives daily usage feeds from major carriers, allowing vCom to proactively identify cost-saving opportunities (overages, international travel, inventory inaccuracies, etc.) prior to Papé being invoiced, thereby eliminating wasteful IT spend. With real-time revisions to plans, the program optimizations resulted in Papé exceeding their savings goal of more than 10 percent.

By introducing advanced automation throughout the various carrier processes, Papé realized a tremendous reduction in the time required to manage their environment. Automating MACDs resulted in total time-savings of more than 70% company wide. Elledge said, "A big benefit was vCom's AP Posting File. They were able to grab all of our carriers and put the information into one consolidated bill. We then could easily upload the spreadsheet into our business system and post instantly."

As with many companies today, Papé was witnessing a sharp, steady increase in data use. By configuring vManager to push usage reports to the organization along with the associated costs, data usage began to decrease. By simply ensuring that users were aware of the impact their data usage had on costs, usage decreased by over 20 percent.

RESULTS

The Papé Group simplified and streamlined mobile lifecycle management of over 3,600 devices with vCom Solutions, giving them more time for strategic initiatives.

- Cost reduction: 10%
- Decrease in data usage: 20%
- Reduction in management: 70%

vCom was able to provide Papé with real-time usage and proactive optimization. User alerts improved visibility and reduced data usage. vCom's automated true usage cost allocation helped Papé reduce the time required to administer and process each bill by hundreds of hours per month, as well as experience huge cost savings. Now, Papé has more than 6,000 devices across 33 carriers, which are managed better than ever with vCom's help.