

Large US Consumer Products Company Hires Symphony SMS for Wireless Optimization

Business Challenge

Today's fast-paced businesses rely more than ever on wireless devices to stay connected in a global marketplace. This growing dependence on wireless services greatly increases telecommunications expense and places a heavier administrative burden on those who are tasked with managing these services.

Like many companies, this client had over 3,000 individual subscribers on group wireless plans with four different vendors. Many individuals were on plans that either provided too many minutes of use thus overpaying in monthly recurring charges, or too few minutes of use resulting in large overage charges.

Solution

Symphony SMS reviewed each subscriber account, identifying those that needed to be changed, and then initiated and negotiated the changes with each of the vendors. In the process, a significant tax error (16% rate error) was identified and corrected on two of the carrier's invoices resulting in credits being issued and savings secured on a go forward basis. We provided recommendations for further optimization, as well as controls to eliminate overcharges in the future.

Results

In addition to the tax error credit, our client's wireless telecom costs were reduced by approximately **18% overall**. In addition, Symphony SMS recommended and implemented best practices changes that allow for better controls to ensure that such cost overruns are minimized in the future.

About Symphony SMS

*Symphony SMS offers an **End-to-End TEM Outsourcing Solution** – a holistic approach that drives productivity, controls costs and enables clients to utilize telecom to create profitable technical, operational and accounting business solutions.*