



Mobile Management

Take control of your:

- ✓ Mobile Assets
- ✓ Mobile Costs
- ✓ Mobile Operations



BNZ case study

It used to take 2 – 4 calls to resolve any mobile issue, such as provisioning a new user or replacing a faulty device.

Since implementing the 15R™ Mobile Management Service, 81% of issues are now resolved on the first call to the service desk. This has resulted in lower costs and higher staff productivity.

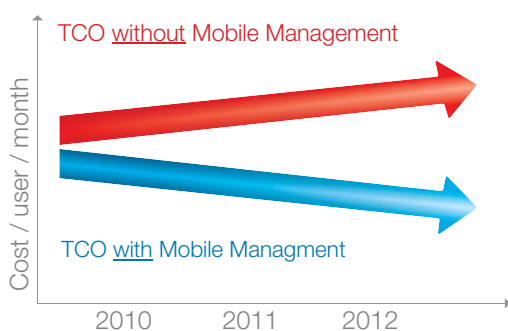
Mobile Mentor started out showing users how to unlock the potential of their mobile handset. Clients started telling us they have real problems managing their mobile fleet, -that costs are out of control, complexity is growing and they don't have the expertise to manage the Total Cost of Ownership for their mobile assets.

Mobile Management provides you with total control of your mobile fleet

In today's environment, someone needs to take control. For our clients we solve these problems:

Pain Points	What we provide	How you benefit
<ul style="list-style-type: none"> • We don't know all the costs • Growing complexity • Too many people are involved • We don't know who's got what • Unknown private usage 		<ul style="list-style-type: none"> • Ongoing reduction in the TCO • Standard fleet for less complexity • Single point of contact • Extend the life of your mobiles • Improved visibility, better control

Total cost of ownership for mobiles



to reduce TCO we do the following:

1. Implement a set of business rules, policies & best practices
2. Standardise your hardware, accessories and applications
3. Proactively support your mobile users for productivity gains
4. Centralise all user support, administration & changes 24 x 7 x 365
5. Analyse and benchmark your monthly spend & service levels

You now have a standard fleet of mobiles, centralised administration, expert support, cost analysis and a monthly report with recommended improvements. You are in control.

“In a day and age where ‘Help Desk’ support can often be frustrating, Mobile Mentor is an exception”

“My firm consults with hundreds of NZ businesses every year. It is rare to see customer service being delivered to such a high standard.”

Stephen Lynch
General Manager, The Results Group



15R™ Mobile Management

The 15R™ Mobile Management service is a unique combination of 15 service elements that wrap around the lifecycle of mobile assets. The service has been designed to consistently manage your mobiles from end-to-end through a dedicated team of Mobile Managers with the appropriate skills, experience and tools.

Your mobile fleet is managed according to an agreed set of business rules which are collaboratively developed using our expertise. Once signed off, they are the “Rules”. This is the key to cost control and consistent service.

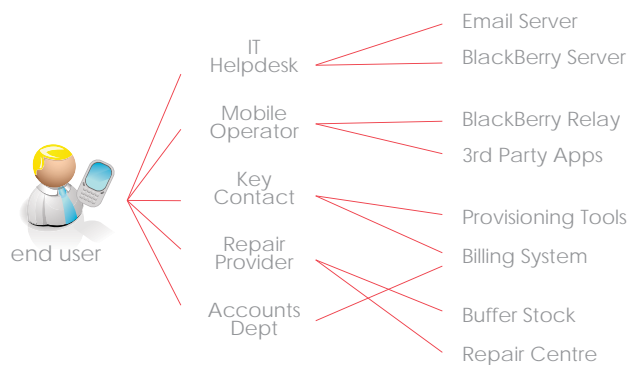
✓ Purchasing	Rules	Rules to define approved hardware, usage policy & best practices
	Requisition	Requisition of new hardware and connections
	Register	Register the details of all your mobile assets
	Reallocate	Reallocate refurbished hardware and dormant connections
✓ User Support	Respond	Respond to all requests 24 x 7 x 365
	Resolve	Resolve technical issues promptly
	Restore	Restore services, data and settings when problems occur
✓ Lifecycle Management	Repair	Repair faulty hardware
	Replace	Replace devices with a similar loan unit when lost, stolen or faulty
	Refurbish	Refurbish used hardware to extend the useful life
	Recycle	Recycle hardware appropriately after removing all data
✓ Optimisation	Review	Review mobile usage, spend and compliance with policy
	Recommend	Recommendations on cost control and productivity improvements
	Ranking	Rank your costs and efficiency against a peer group
	Report	Report monthly spend, service activity and deviations from the rules

**You have a set of rules, a service level agreement and complete visibility.
You are in control.**

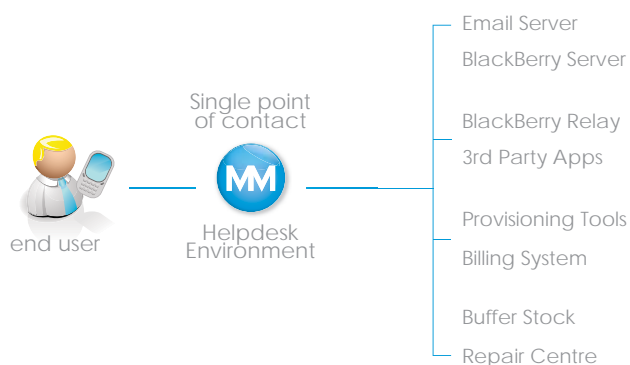
Your mobile fleet is supported by a dedicated team with a single point of contact

Your mobile users are supported by our team of Mobile Managers who are simultaneously connected to Vodafone's billing system and provisioning tools, and to your mobile email server. This enables us to resolve the majority of your requests in minutes rather than hours or days.

Before



After



You are in safe hands with Mobile Mentor:

- Experience in mentoring and supporting over 100,000 customers in NZ, Australia, Brazil, China, UK & USA
- Direct support from leading handset manufacturers such as RIM (BlackBerry), Nokia, Palm and HTC
- Partnerships with leading mobile operators and proprietary access to their systems and provisioning tools
- Technical knowledge base and a suite of tools to provide expert support to mobile users
- Member of the RIM Alliance Partnership program

Return on Investment

We expect clients to get a return on investment in the Mobile Management service in just 90 days.




Please contact us for a free consultation to discuss how to restore control of your mobile fleet:

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