

E Center Gains Mobile Visibility and Simplifies Device Management with vCom

E Center partnered with vCom to gain visibility into its mobile environment, simplify device management across dozens of locations, and make data-driven decisions that are already reducing unnecessary mobile costs.



BACKGROUND

E Center is a Northern California nonprofit serving eight counties that works to build healthy communities through education, employment support, and family services.

“The biggest difference with vCom is visibility. Once you can actually see your data, you can make real decisions that save money and improve how you manage your environment.”

DAVID AVALOS
IT DIRECTOR

CHALLENGES

Like many organizations with distributed teams, E Center’s mobility environment had grown organically over time. Devices were managed primarily through spreadsheets and carrier portals, making it difficult to maintain a clear picture of which devices were active, who they were assigned to, and how they were being used. Tracking phone numbers, devices, and users required manual updates and constant coordination across multiple locations.

This lack of visibility created operational friction. When questions arose about usage, device assignments, or billing, the IT team often had to search through spreadsheets or navigate complicated carrier portals. Even simple tasks like ordering devices, troubleshooting issues, or reviewing data usage required time-consuming interactions with the carrier. For a lean IT team supporting dozens of locations, that meant time spent on mobile administration instead of higher-value technology initiatives.

Beyond operational inefficiencies, E Center also suspected its mobile plans were not optimized. Many lines were placed on unlimited plans by default, despite uncertainty about whether employees actually needed that level of service. Without clear reporting on data usage and device activity, it was difficult to identify opportunities to reduce costs or right-size plans.

IT Under Management

- 137 Mobile Devices

Challenges

- Little visibility into mobile devices, usage, and ownership across 20+ locations
- Device tracking and management handled through spreadsheets and carrier portals
- Default unlimited plans with no data insight to guide cost optimization

Impact

- Centralized mobile management with Mobility Lifecycle Management and an all-in-one platform
- Real-time visibility into device usage, enabling data-driven decisions on plans and devices
- Identified inactive lines and unused devices, creating immediate opportunities to reduce mobile spend

SOLUTION

E Center implemented vCom's mobility lifecycle management capabilities to bring structure and visibility to its mobile environment. Through vCom's platform, the IT team gained centralized insight into device inventory, data usage, billing information, and mobile activity across the organization's locations.

Instead of relying on spreadsheets and carrier portals, E Center can now manage mobile services through a single interface. The platform provides reporting dashboards and usage insights that help the IT team quickly understand how devices are being used and where adjustments may be needed. This makes it easier to track devices, monitor usage patterns, and initiate changes directly through the system.

The partnership also provided operational support beyond software. During implementation, E Center worked with a team of specialists who handled different aspects of onboarding—from billing to device management to platform training—ensuring a smooth transition and a strong foundation for long-term management.

With this structure in place, E Center can now make informed decisions about how its mobile environment should be configured. The platform highlights unused devices, data trends, and opportunities to adjust plans based on real usage patterns rather than assumptions.

RESULTS

With vCom in place, E Center now manages 137 mobile devices with significantly greater visibility and control. The IT team can see device usage, identify inactive lines, and make data-driven decisions about plan optimization—something that was previously impossible with carrier reporting alone.

- ✔ Centralized mobile management
- ✔ Real-time visibility into device usage
- ✔ Saved on mobile spend by identifying inactive lines and unused devices

Early insights have already uncovered unused devices and opportunities to disconnect inactive lines, creating immediate cost savings while reducing administrative overhead.

More importantly, the IT team now has the information needed to continuously optimize its mobility environment and ensure resources are aligned with actual organizational needs.