TDIndustries Unlocks $42,000 in Monthly Mobile Savings

TDIndustries partnered with vCom to gain visibility into a complex mobile environment, eliminate waste, and establish a more efficient, scalable approach to mobile management—resulting in $42,000 in monthly savings and a stronger foundation for future optimization.

BACKGROUND

TDIndustries

TDIndustries is a large mechanical construction and facilities services firm supporting thousands of employees across job sites, offices, and regions.

> "vCom has been a huge time-saver for me... I can now grab everything I need in under five minutes—all in one place."
>
> **VALERIE THOMAS**
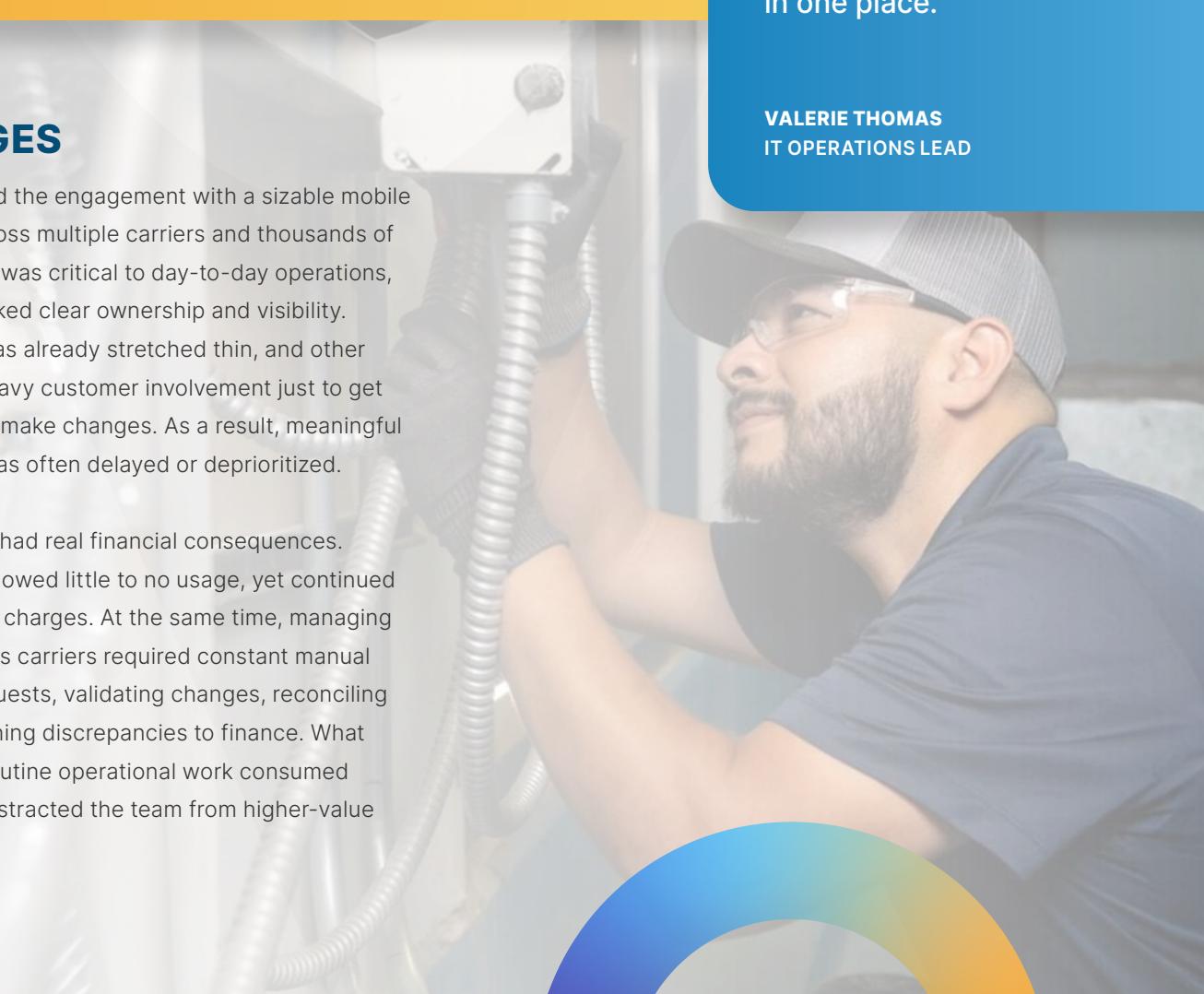> **IT OPERATIONS LEAD**

CHALLENGES

TDIndustries entered the engagement with a sizable mobile footprint spread across multiple carriers and thousands of lines. While mobility was critical to day-to-day operations, the environment lacked clear ownership and visibility. The internal team was already stretched thin, and other vendors required heavy customer involvement just to get basic information or make changes. As a result, meaningful optimization work was often delayed or deprioritized.

The lack of visibility had real financial consequences. Hundreds of lines showed little to no usage, yet continued to generate monthly charges. At the same time, managing MACD activity across carriers required constant manual effort—tracking requests, validating changes, reconciling invoices, and explaining discrepancies to finance. What should have been routine operational work consumed valuable time and distracted the team from higher-value initiatives.

IT Under Management

- 4,700 Mobile Devices

Challenges

- Other engaged vendors demanded significant effort from an already overstretched team
- Limited visibility into mobile environment, resulting in overspending on unused lines
- Managing MACD (Moves, Adds, Changes, Deletes) processes consumed valuable time and resources

Impact

- Initial management of existing environment assumed by vCom with future-focused transition plan
- Immediate visibility into current environment to identify overspend and unnecessary plans
- MACD order management and automated financial reporting from day one in vManager

SOLUTION

vCom assumed day-to-day management of the existing mobile environment while designing a future-focused transition plan. From the outset, the goal was not just cleanup, but control—creating a foundation that allowed TDIndustries to manage mobility proactively rather than reactively. Immediate visibility into the full environment exposed unused lines, misaligned plans, and opportunities for carrier optimization.

Using vCom's platform, vCom centralized MACD order management and automated financial reporting from day one. This gave both IT and finance a single source of truth for inventory, usage, and spend. As trust grew, the engagement expanded beyond management into strategic execution, including a $500,000 fleet refresh that allowed TDIndustries to meet budget requirements while offloading the administrative burden of sourcing, staging, kitting, and distribution.

RESULTS

Through the first two phases of the engagement, TDIndustries realized approximately $42,000 in monthly mobile savings by eliminating unused lines and aligning AT&T plans to actual usage. These savings were uncovered quickly once full visibility was established, proving how much cost had been hidden in day-to-day mobility operations.

- $42,000 in monthly mobile savings for customer
- More efficient mobile management for orders/changes and expenses
- Improved visibility and control that enables proactive planning and future carrier optimization

Beyond cost reduction, TDIndustries gained a more disciplined and scalable approach to mobile management. MACD requests, inventory tracking, and expense reporting became standardized and predictable, reducing manual effort and internal back-and-forth. With centralized oversight in place, the IT team was able to shift from reactive issue resolution to proactive planning, setting the stage for upcoming T-Mobile and Verizon carrier evaluations and continued optimization of the mobile environment.