Telecare Relieves IT Stress by Automating Their Mobility Management

Telecare streamlined their mobile management and achieved significant cost savings through automation and centralized visibility with the help of vCom.

Telecare Corporation

BACKGROUND

Telecare provides recovery-focused services for persons with mental illness and complex needs. They design their services to respond to local needs and function as a strategic, accountable, and experienced partner within systems of care.

> "We see a lot of value in vManager. Now, we can easily go in and look for information from a central place."
>
> **ANNETTE RUAH**
> TELECARE,
> MANAGER OF INFRASTRUCTURE ENGINEERING

CHALLENGES

Telecare's IT support team struggled to manage their mobile environment, manually handling over 2,000 lines across 150+ locations. With 400–500 orders each quarter, keeping up with moves, adds, changes, and disconnects in spreadsheets was unsustainable. After their main mobile procurement and invoicing staff member retired, the outdated manual invoicing process became even more challenging, taking 4–5 hours each month to ensure accurate bill reconciliation and cost allocation. It became almost unbearable," recalls Annette Ruah, Manager of Infrastructure Engineering.

The organization faced costly overages due to usage spikes, making it hard to manage with limited resources. Provider support was inconsistent, with unreliable communication and an unstable vendor portal for customer service, device procurement, and data usage visibility. Without proactive carrier management, Telecare lacked insight into usage until it was too late. "It was a lot of breakdown in communication with the major carrier and not keeping an eye on our data. We're small potatoes to them...the carrier didn't really pay a lot of attention to us," said Jeannie Morais, Sr. IT Support Manager.

SOLUTION

Having previously established a relationship with vCom to manage their network assets, the Telecare team began by building an accurate inventory of mobile devices within the vManager platform, eliminating the need to use the provider's portal, and giving Telecare centralized visibility into invoices, inventory, orders, tickets, and device utilization reports. All necessary employee data is automatically tied to each order and asset, reducing the time spent entering trouble tickets and managing their mobile environment, while also increasing accuracy and efficiency. The team then worked with vCom to streamline the invoicing and payment process, automating the burden of invoice reconciliation and cost allocation.

Telecare has utilized vCom to augment their limited resources, eliminating the need to process tickets or spend hours on calls in pursuit of resolutions. They have instituted a regular review of plan configurations to ensure an optimal state and make proactive pool adjustments every month to prevent overages. "vCom gave us more of a white glove treatment and values the business with Telecare. We're always getting what we need before we even know it with vCom, especially when it comes to data," said Morais. Visibility into mobile device overages has also enabled greater governance and help reduce costs.

RESULTS

"Being able to outsource so much to vCom has been beneficial to us because things get provisioned quickly and on time. We would've had to hire another person, and even then, I don't think it would have been sustainable. Now, we have a whole team at vCom that is processing our orders versus two people," continued Morais.

- Annual savings: $254,000
- $2.61 reduction in average cost per device
- 21% reduction in per GB cost per device
- $21,140.82/month usage cost avoidance
- 411 hrs./month time saved on trouble tickets/order management
- 93 hrs./month saved on AP allocation process

The time and cost savings has had a substantial effect on the team, who have plans to dive further into utilization patterns and costs to improve governance as well as further reduce waste and provide more value to the organization at large. With more time on their hands and more visibility into their assets than ever before, the team is ready to focus on more strategic initiatives and make data-informed decisions to support Telecare's evolving needs.