

Mobile Lifecycle Management (MLM)

Streamline mobile lifecycle management with one unified platform and managed services

Advanced and Premium plans starting at \$4 per device/month

Enterprise mobility is no longer a nicety, it's mission-critical. However, with the growing number of devices, an evolving user experience, privacy concerns, staff turnover and cross-platform needs, it's more challenging than ever to manage your mobile fleet.

Feel confident and in control with vCom Mobile Lifecycle Management that spans every process, from source to pay on one centralized platform. Our team of mobile experts can make sure your business stays connected, whether you have 50 company-owned mobile devices or 5,000. Our services cater to various devices that span from smartphones to advanced technologies like IoT/M2M, all the way to medical connected devices.



FEATURES

PLANNING AND PROCUREMENT

- Mobile Infrastructure Audit and Vendor Scorecard/Buyer's Journey
- Request for Proposal (RFP) Development
- Vendor Agnostic Marketplace
- Proposal and Quote Management
- Contract Advisory and Storage

OPERATIONS MANAGEMENT

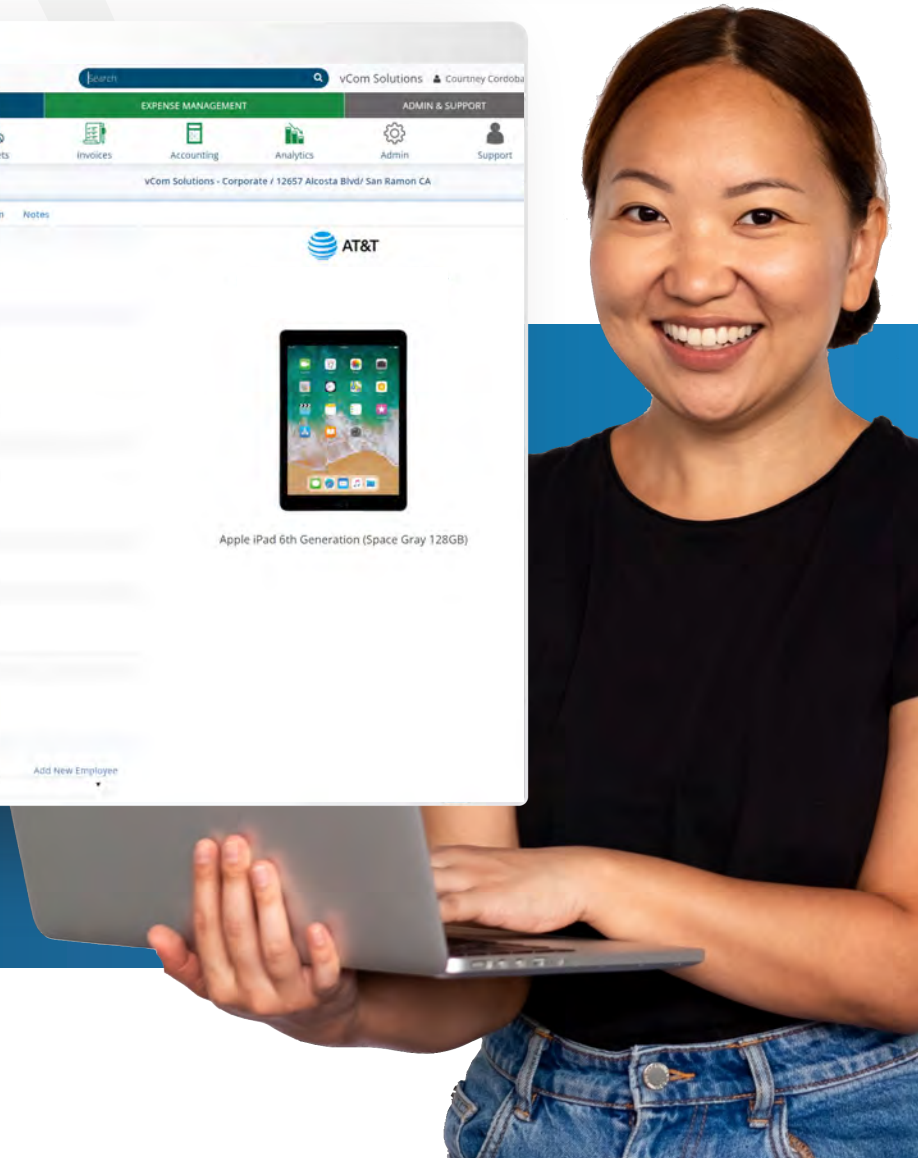
- Moves, Adds, Changes, Disconnects (MACD) Order and Project Management
- All-in-One Mobile Asset Database
- Vendor Ticketing Portal and Ticket Resolution

EXPENSE MANAGEMENT

- Invoice Database and Language Standardization
- Automated Invoice Approval Workflow
- Variance Flagging and Resolution
- Managed Pay
- Automated General Ledger (GL) Coding and Cost Center Allocations
- Batched Accounts Payable (AP) Posting Files
- Robust Reporting
- Mobile Cost Optimization

The screenshot displays the vManager Inventory management interface. The top navigation bar includes 'HOME', 'PLANNING & PROCUREMENT MANAGEMENT', 'OPERATIONS MANAGEMENT', 'EXPENSE MANAGEMENT', and 'ADMIN & SUPPORT'. The main content area shows 'Inventory Details' for an AT&T tablet. The interface is divided into several sections: Service Information, Device Information, Service Attributes, Plan Information, and End User Notifications. A small image of the tablet is shown on the right side of the screen.

Tablet	Related Inventory	Cost Center Assignments	Related Tickets	Related Orders	Charges	Change History	Notification	Notes
Service Information								
Carrier Account #	Service	Carrier	Activation Date	Status				
287281053949	Tablet	AT&T Wireless via QuantumShift	02/13/2024	Active				
Device Information								
Device Type	ESN/IMEI	ICCID						
Tablet	354884091504745	89012804331047169756						
eSIM/EID	IMEI2	Price						
N/A	N/A	\$559.99						
DEP Enrollment	MSISDN							
None	N/A							
Service Attributes								
Custom APN No	APN	IP Address	MSISDN					
	CYBERTEL1.MCS	10.94.1.128/25	N/A					
Communication Plan								
N/A								
Plan Information								
Data Only Device - 10GB Pooled Data	\$108.28							
Custom Attributes								
Equipment Owner								
Select								
End User Notifications								
Usage Alerts Group								
Select Usage Alerts Group	Exclude From Usage Alerts	Invoice Email Notification						
Others								
Inventory Group	Add New Inventory Group	Department	Add New Department	Assign Employee	Add New Employee			
Select Inventory Group	Select Department	Select Employee						



BENEFITS

✓ End-to-End Continuity

With everything centralized, ensure uninterrupted operations and seamless business continuity, safeguarding against disruptions.

✓ Increased Efficiency

Streamline mobile lifecycle management processes, reducing complexity and saving time and resources.

✓ Greater Visibility

Real-time insights into device performance and usage patterns enables informed decision-making and optimization strategies.

✓ Mobile Cost Optimization

Optimize mobile-related expenses through accurate expense tracking and optimization strategies.

✓ User Satisfaction

Provide users with dedicated support and access to the devices and applications they need to perform their tasks effectively.

✓ Personnel Relief

Alleviate IT team resource burden with a dedicated team to do the heavy lifting of mobile management.

✓ Alignment Departments

Foster transparency and collaboration between IT and finance departments, leading to better alignment.

SUPPORTED DEVICES

- Basic phones and Smartphones
- Tablets
- MiFi
- Machine-to-machine (M2M)
- Internet of Things (IoT)
- Wearables
- Ruggedized devices
- Field devices
- Connected medical devices
- Laptops

Customer Success Story

Papé's IT department grappled with the challenge of managing a growing mobile environment of thousands of devices with limited resources.

Through vManager, a cloud-based platform that analyzes daily usage feeds from major carriers, vCom proactively identified opportunities for cost savings such as overages and inventory inaccuracies. Papé was able to surpass their targeted savings of over 10 percent and also significantly reduced the time spent managing the mobile environment, with automation leading to a company-wide time savings of over 70%.

Moreover, vManager's usage reports led to a notable decrease in data usage by over 20 percent, as users became more cognizant of their data consumption's financial implications. Papé was also able to streamline bill administration and processing, resulting in substantial time savings each month and significant cost reductions per line. Now, Papé has more than 6,000 devices across 33 carriers, which are managed better than ever with vCom's help.



"vCom was a natural candidate in our selection. It really came down to choosing the people who were known to go the extra mile to help with special requests. We felt comfortable that they would be able to handle this type of challenge."

- ROD ELLEDGE, SOFTWARE MANAGER, THE PAPÉ GROUP