

IMD Client Case

About IMD

IMD is part of HP. The company offers a full-range of IT-services. The IMD solution is full service; from buying and implementing up to maintenance of hardware and software.

Customer Challenge

- § Lack of insight into increasing telecom spend. Understanding of business vs private use of company mobile phones is required and business calling costs need to be allocated to cost centers.

Solution

- § Ezwim's Total Telecom Management solution was implemented to offer IMD complete insight into its telecom costs and deployed devices across every level of the organization.
- § Intuitive web-based tool allows IMD employees to monitor costs and take responsibility of their mobile spend.
- § Implementation time: 4 weeks.

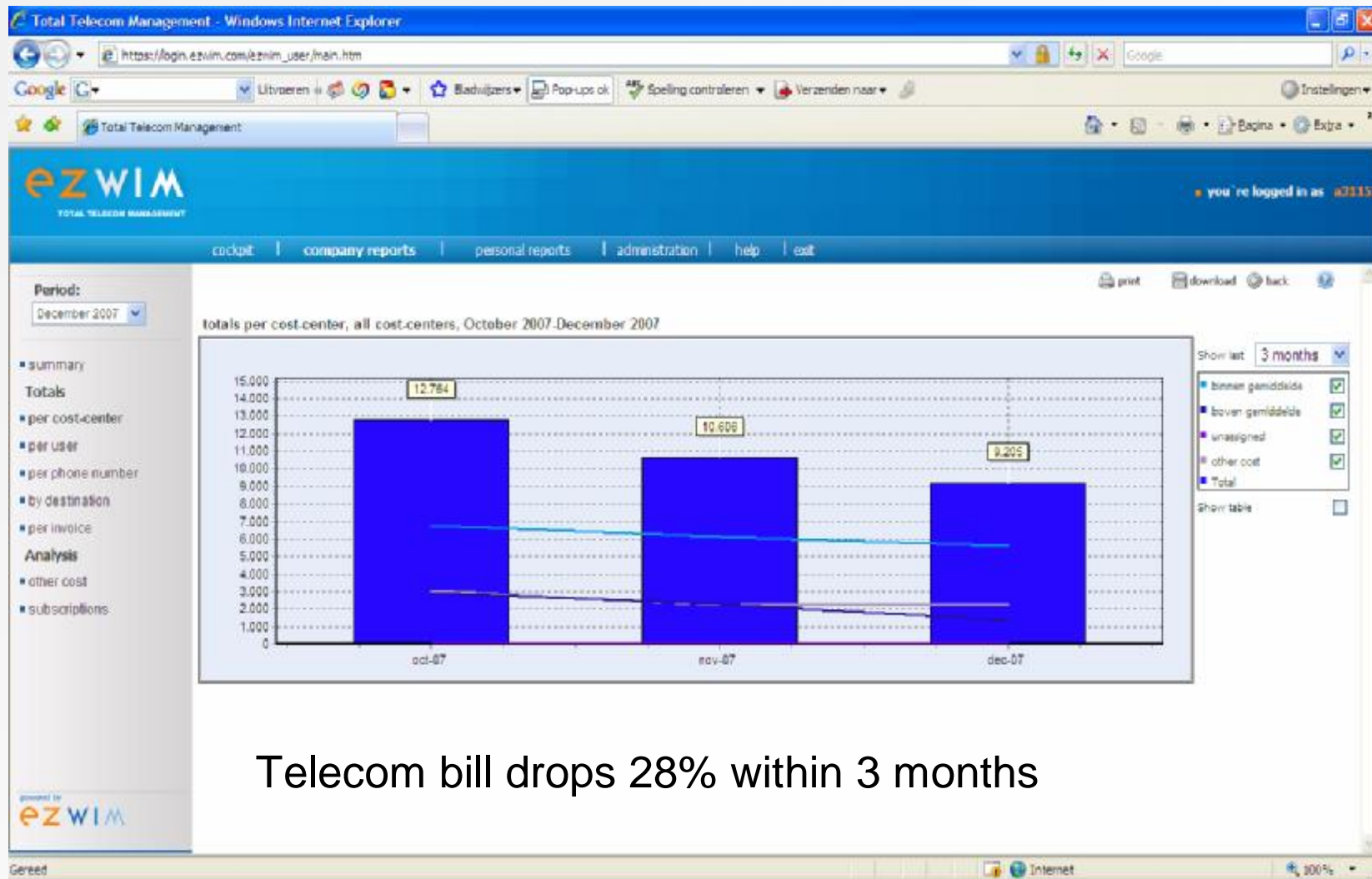
Customer Benefits

- § Telecom costs decreased 28% within 3 months
- § Telecom service management cost decreased to almost zero.
- § Telecom visibility and control:
 - § end user awareness;
 - § managers have access to a consolidated/individual cost view;

"We are extremely pleased with the Ezwim service, it enables us to take control of telecom spending like never before. We saved 28% on our telecom costs within just 3 months, a fantastic achievement. The user-friendly web-service allows us to have insight into telecom usage and costs any time, any where and offers an integrated solution for service management".

Jeroen Zindel, Manager Marketing & Communication IMD

IMD Client Case



Telecom bill drops 28% within 3 months

IMD Client Case

Cost-center	binnen gemiddelde	boven gemiddelde	total call cost	prev. period	other costs	total	avg. per user
total	6 787.43	2 938.00	9 725.43	+15 %	3 038.78	12 764.21	68.62

Cost-center	binnen gemiddelde	boven gemiddelde	total call cost	prev. period	other costs	total	avg. per user
total	6 129.09	2 256.07	8 385.16	-14 %	2 220.51	10 605.67	57.33

Cost-center	binnen gemiddelde	boven gemiddelde	total call cost	prev. period	other costs	total	avg. per user
total	5 570.71	1 362.31	6 933.02	-17 %	2 272.07	9 205.09	49.76

Average Telecom spend per user drops from € 69 to € 50 (-/- 28%)