



CUSTOMER CASE STUDY

EPSON EXCEED YOUR VISION

About Epson

Epson Italy is a sales and marketing subsidiary of the Seiko Epson Corporation, a global manufacturer of printers, computers, watches and other technology products.

Epson Italy: visibility and control with Ezwim Total Telecom Management

The Challenge

- Enhance the awareness of telecom expenses and ensure a better and more consistent cost center allocation of mobile phone bills.
- Avoid Excel sheets / local tools used for cost & service management.
- Lack of European telecom cost overview.

The Solution

- Ezwim's Total Telecom Management solution was implemented to offer Epson Italy complete insight into its telecom costs and deployed devices across every level of the organization.
- Intuitive web-based tool allows Epson to allocate costs and take responsibility of their mobile spend as part of European Telecom Management.
- Implementation time: 5 weeks.

The Benefits

- Telecom service management cost decreased.
- Telecom visibility and control:
 - Cost savings: ARPU ongoing analysis -/-16% (started in may 2007)
 - Consolidated view on fixed & mobile telecom cost
 - Ongoing trend & usage analysis
 - One tool for Telecom Cost & service Management

We chose Ezwim because they offer the knowledge, technologies, and services that Epson Italy needs to improve control over its telecom spend. Ezwim has helped us to reach a 16% reduction in telecom cost and offers us a high-quality web-based service that supports our telecom strategy.

Massimiliano Leo, Information Technologies and Facilities Manager, Epson Italia s.p.a.