

MULTINATIONAL COMPANY PARTNERS WITH NEBULA FOR TELECOMS SUCCESS

▶ THE CLIENT

A leading multi-national company that sells products in over

180
COUNTRIES
outside the US.



▶ WHAT DID THE CLIENT NEED?

To forecast and manage usage and spend as accurately as possible.

▶ SOUTH AFRICA



DIVISION OF THE COMPANY HANDLES

400 mobile lines



250 dual SIM cards.

▶ THE CLIENT NEEDED CONTROL AND VISIBILITY



to manage their communications spend, usage and performance.

AND

Development of a solution to implement their COPE (Corporate Owned Personally Enabled) Mobile policy.

▶ HOW DID NEBULA HELP?



The client utilised OneView Mobile™

Which in turn created savings on telecoms cost, time and manual tasks.



What We Solved

1.▶ Implementing A COPE Mobile Strategy

THE PROBLEM:

Keeping track of personal versus business usage.

THE SOLUTION:

Using OneView™ Mobile, employees are able to mark their calls and data sessions as either personal or business.

2.▶ Awareness with Telecoms Spend & Usage with Monitoring and Analytics

THE PROBLEM:

The client found it difficult to make sense of huge data sets using manual methods.



THE SOLUTION:

Usage and spend monitoring from OneView™ Mobile gives the client high visibility and allows them to forecast future telecoms spend.

3.▶ Remediating The Complexities Of Roaming

As a multinational organisation, roaming is essential. But the client was unable to effectively monitor roaming activities.

THE PROBLEM:

The OneView™ Mobile system provides a detailed breakdown of roaming call and data expenses. This gives the client much needed clarity on employees' business travel usage, making it easier to identify cost saving possibilities, such as activating roaming packages for the employees that roam regularly.

THE SOLUTION:

4.▶ Always An Ally

THE PROBLEM

In situations where a contract is not properly matched to a user's needs, the company was actually spending more money than they needed to be spending.



THE SOLUTION

By assisting the client with the RFQ process, Nebula was able to help the company source the right vendors to meet their unique needs.



5.▶ Rectifying Billing Irregularities

THE PROBLEM:

When handling a sizable mobile environment, it can be easy to miss irregularities. Especially when those irregularities are related to the bill you receive from your service provider at the end of the month.



THE SOLUTION:

From a continuous optimisation management perspective, Nebula assisted in auditing and verifying their bills through OneView™ Mobile on a daily basis and alerted the client's team of any billing irregularities. Nebula also follows through in communicating and recovering these costs from the service providers.



THE RESULT

**WITHIN
6 MONTHS**

Nebula lowered the client's out of APN data costs by

72%

The company's roaming costs have decreased by

48%

"Nebula is very holistic in their approach. They are always available and accessible. They understand that we depend on mobile communications and downtime must be kept to a minimum. You need an ally in this business. And Nebula has been that ally to us."



OneView is a Microsoft Gold Certified cloud Product. With Microsoft Azure cloud services, OneView can fully leverage the advantages of the cloud to provide our clients with a high performance, scalable system that enables next generation telecoms and business innovation.