

# NEBULA HELPS PROFESSIONAL SERVICES FIRM DO BUSINESS BETTER

## ▶ THE CLIENT

The South African division of an international professional services firm with well over

### 4000 SIMS



## ▶ WHAT DID THE CLIENT NEED?

Implementation of financial optimisation initiatives. Enabling mobile workers to do their work efficiently from any location.

### 1. ▶ HOW DID NEBULA HELP?

The OneView™ Mobile system helped the client to streamline their entire telecoms infrastructure



OneView™ Mobile transformed the company's telecoms environment; boosting visibility, reigning in expenses, usage and automating processes.



OneView™ Mobile freed up company resources and reduced costs.



### 2. ▶ What We Solved

#### Promoting Productivity & Boosting Efficiency

##### THE PROBLEM:

It is Essential for remote consultants to have all the tools they need to get their work done remotely.

##### THE SOLUTION:

Matching each employee with a mobile package that meets their requirements and giving them access to all the hardware and software they require to get their job done.

#### Simplifying Mobile Operations and IMACDS (Install, Move, Add, Change and Decommission)

##### THE PROBLEM:

In the past, when the client needed to do IMACDS such as a SIM swap, retrieve a PUK code, lock a SIM or load a new bundle for an employee, they had to endure a rather lengthy process.

##### THE SOLUTION:

Using OneView™ Mobile, SIM Swop turnaround time is reduced from 3 hours to 30 minutes, and SIM Locks and PIN/PUK requests from 50 minutes to 2.

### 3. ▶ Fighting fear via notifications and call limits

#### THE PROBLEM

Employees are given all the tools and resources they need to work from anywhere but they're worried about accidentally overspending



#### THE SOLUTION

With increased visibility via OneView™ Mobile notifications and call limits, employees are no longer afraid of performing certain tasks.



### 4. ▶ Remediating roaming headaches

Employees who travel regularly often inadvertently overspend because they aren't aware of the inflated data charges in the country they're visiting.

##### THE PROBLEM:

With OneView™ Mobile notifications, it is easier for everyone - from regular employees to business execs - to keep tabs on their use. This curbs accidental overspending and bill shock. The Nebula team also negotiates with service providers to activate more affordable roaming services for users that travel regularly.

##### THE SOLUTION:

### THE RESULT

The client achieved a lower overall out of bundle 3G data cost.

The client used more data. An increase in bundles from 10% in 2015 to 31 % in 2016. But their costs were reduced because out-of-bundle rates were no longer incurred.

A 10% increase in SIM alignment meant that employees were better suited to their mobile packages.



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.