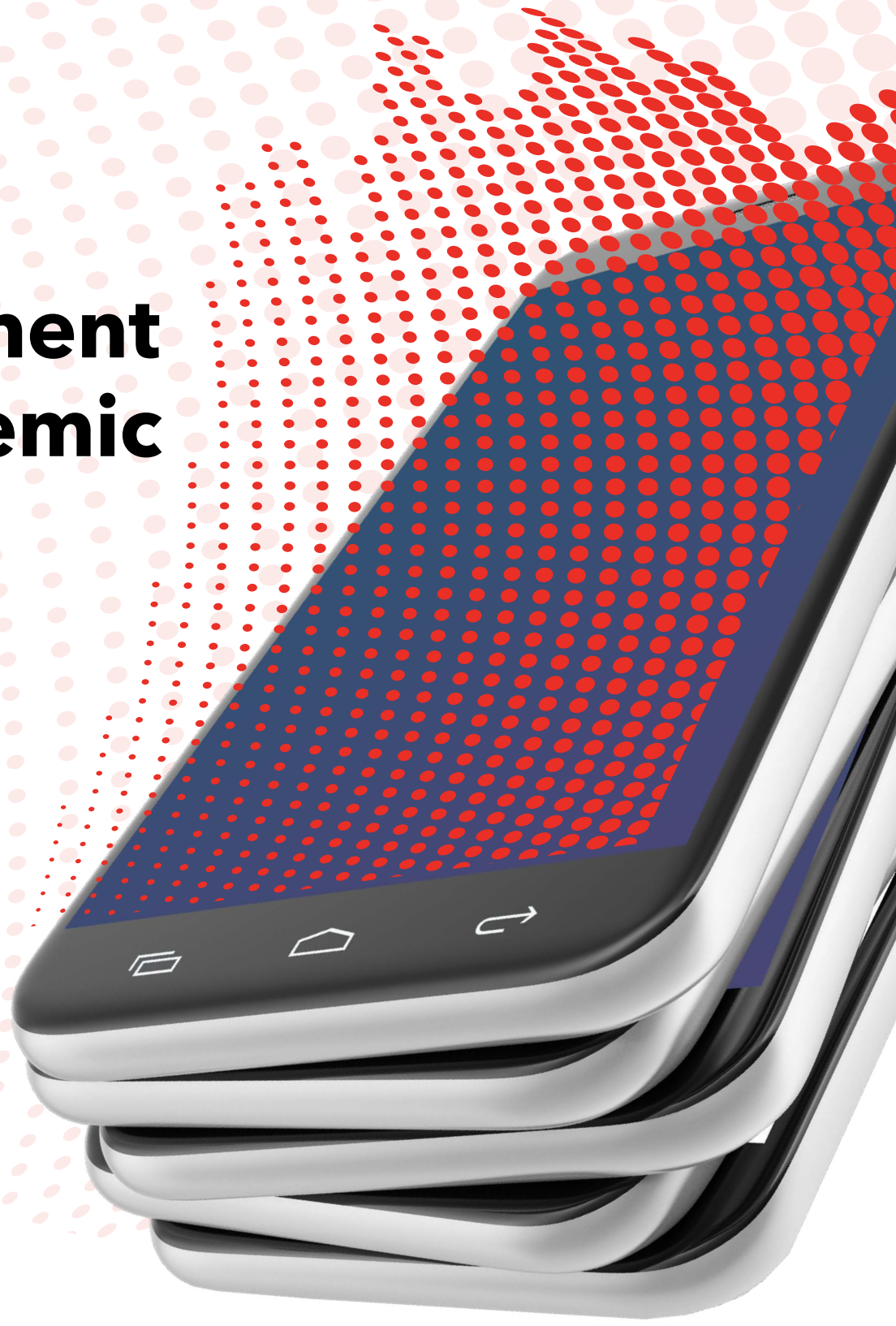


Telecom Management Success In a Pandemic



As a business leader, one of your main priorities should be partnering with a TEM provider that can cut costs across your mobility ecosystem, while maximizing employee productivity and enabling successful decision-making at the executive layer.

Consolidated Asset and Inventory Tracking

An effective telecom inventory management strategy has never been more important than it is during this pandemic. You cannot effectively manage your telecom estate if you don't know what you have, how you are using it, and how much it is costing you.

It is only through this type of full inventory visibility that executives across all departments (accounting, IT, management) can have real-time access to the information they need to make sound and effective business decisions. WidePoint facilitates future planning by providing a bird's-eye view across your enterprise and eliminating manual, error-ridden, and spreadsheet-driven decision-making processes. With the right investment, your team has the time and resources necessary to analyze your current telecom estate against strategic business objectives.

Audit and Optimization Services

Audit and optimization services are a logical next step after achieving full visibility across your telecom inventory. Once you know what you have, you need to understand your contracts and invoices, and how they relate to your inventory and usage. WidePoint performs ongoing comprehensive audits to ensure that our clients are receiving all possible discounts and credits to eliminate budget waste. Contracts are ever-changing, but cost-avoidance opportunities are missed unless you have a dedicated team responsible for tracking these changes and ensuring refunds are secured.

WidePoint routinely sees organizations that waste millions of dollars a year due to poorly negotiated contracts and billing errors. According to a recent study by McKinsey, as much as 30% of IT spend has been [re-invested into business performance](#) due to the COVID-19 pandemic. An effective telecom management solution allows you to focus precious IT dollars on wages and revenue-generating activity.

Full Service and Support

The benefits of full inventory visibility and cost avoidance are diminished when your employees can't rely on your TEM partner for reliable, high-quality help desk services. Help desk calls have increased since the shift to remote work, and employees are calling more often when something happens (such as a broken phone or new set-up) that is prohibiting them from achieving maximum productivity.

WidePoint operates state-of-the-art call centers 24/7 to ensure your employees' calls are always answered, and offers a range of services including help desk, executive white glove support, and application and product support.



Contact WidePoint today to discover our best-in-class telecom lifecycle management and mobility managed services solutions.

Interested in learning more about WidePoint's TEM and MMS solutions and why our client retention rate exceeds 95%?

Contact us for a complimentary consultation:
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