



Motus Delivers a Single-Source Lifecycle Management Solution

This large home healthcare company needed to offer their employees a mobile device solution and turned to the Motus team of experts for help.

INDUSTRY

Home Healthcare

COMPANY SIZE

Enterprise

MOTUS PRODUCT

Managed Mobility Services (MMS)

BUSINESS CHALLENGES SOLVED

- Concierge service for every user
- Streamlined mobile device lifecycle
- Carrier expense optimization



Challenges

To offer a Managed Mobility Services (MMS) solution to employees, many tasks are necessary to ensure an operational program. Before Motus, this company was manually executing tasks like ordering and activating new phones in both Verizon and AT&T ordering portals. The organization quickly realized that completing these burdensome tasks hindered their internal resources' abilities to focus on core initiatives and limited their expense optimization efforts. With no central asset management solution, upper management lacked visibility into the complete lifecycle of their employee's mobile devices and cost allocation to different departments became difficult and time consuming.



Results

Motus MMS is a single-source lifecycle management solution that includes premium services ranging from expert help desk and MDM support, device repair and logistics as well as recovery and recycling programs. The Motus ordering portal was especially beneficial for this customer. They were able to curate a user-friendly portal that aligns to company policy, with self-servicing ordering that makes ordering and activating new phones a breeze. Motus systems were integrated with this customer's IT systems, creating opportunities to seamlessly and efficiently accomplish tasks, such as requiring a sign-off on new devices from a specific manager. With centralized asset management, this customer now has end-to-end visibility into the full lifecycle of every mobile device. Plus, with this automated solution, cost allocation and expense optimization have never been easier—no more billing errors or inaccuracies! With our team of experts and smart technology, Motus is here to help every step of the way.



LINES UNDER MANAGEMENT
25,000 MOBILE LINES



FIRST CONTACT RESOLUTION
95%



STAGING AND KITTING
2000+ DEVICES



PROCESSED AND SHIPPED PER DAY
60+ MOBILE DEVICES

Learn how Motus can help you.

REQUEST A DEMO TODAY!