The Perfect Prescription for Managing Mobility

National Drugstore Chain Reduces Mobility Costs and Increases Happiness

One of the nation's largest drugstore chains had a growing problem. Its mobility costs were constantly increasing, and supporting all of its end users was becoming more challenging by the day. At the same time, the company was under pressure to further enable a mobile workforce and reduce IT costs without sacrificing service quality.

Per-Device Costs Drop 41%

This national retailer selected Cass to provide it with Managed Mobility Services (MMS) to include expense management, an employee ordering portal and a mobility help desk. Since outsourcing to Cass, mobility use (as measured by corporate device count) has grown by more than 48%. That, in turn, has enabled those decision makers to respond more quickly and efficiently – and it has engaged more employees in the company's day-to-day business. Importantly, at the same time mobile use has increased, cost per device has decreased by 41%.

Happiness: First-Call Resolution at 96.2%

Cass fulfills more than 150 device requests per month. And, because Cass is ordering devices and managing vendor invoices, the company's mobile device inventory is over 97% accurate, ensuring it only pays for what it has and truly needs. Equally as impressive, the mobility help desk receives hundreds of calls from end users who need help with their devices and, much to the delight of those employees, 96.2% of the issues are resolved on the first call.

For the company, its costs continue to decrease and its usage policies are followed (which increases control and visibility). Plus, over the span of its engagement with Cass, the publicly traded company has realized an ROI of 632%. And those are numbers that make everyone happy.

Key Stats

LOCATIONS > 5,400

MOBILITY USE
↑48%

COST PER DEVICE
↓41%

ROI = 632%

Key Services

SOLUTION: CASS MMS

Managed Mobility Services
- Mobility Expense Management
- Mobility Ordering & Provisioning
- Inventory Management
- 24x7 Mobility Help Desk
- End User Portal Reporting
- Admin Reporting
- Integration with HRIS & General Ledger Accounting

Cass Information Systems, Inc.