



Mobility Management Case Study:

Nationwide

Nationwide: Program Goals



Identify Optimum Balance of BYOD and Company-Owned



- Satisfy employee demands for device options other than BlackBerry
- Enable employees and associates to interact with customers anywhere, any time
- Reduce costs associated with fleet of 18,000 corporate liable wireless devices
- Remove labor intensive management of traditional reimbursement methods



Process

- Developed Mobile Policy
- Identified 3 reimbursement tiers
- Integrated Cass communications lifecycle management (CLM) management system
- Users access portal to decommission corporate BlackBerry, accept new policy and register new device for reimbursement
- Allow employees a choice of iOS or Android devices and carriers
- Leverage Cass Direct-to-Carrier stipend solution to drive accurate and efficient administration of stipend process
- Maintain inventory of all devices, connected to HRIS system
- Program implemented in 88 days



Outcomes

- Over 4,000 stipends delivered on a monthly basis with “zero touch” from administration
- Optimized blend of company- and employee-owned mobile fleet
- Incorporated with existing Cass wired line and wireless CLM deployment maintaining visibility of all telecom spend
- Integrated with existing Cass accounting interfaces for funding, payment and chargeback
- Integrated with HRIS to ensure employee moves and terminations are properly handled