

Optimizing and streamlining global communications in the facilities management industry

A global leader in the facilities management industry, has established divisions in multiple countries and employs over 12,000 people. The firm serves retail, residential and commercial markets.

The Situation

The company entered the US market to provide facilities management and refrigeration management for a major grocer with stores throughout the southeast U.S. Their Director of Technology had to scale from a zero baseline to a fully operational organization in 120 days – with no network of contacts on which to draw.

Critical challenges:

- Establish a new facility in the US
- Hire 300+ new qualified employees
- Be up and running in 120 days
- Quickly establish relationships with trusted partners in communications technology to set up a contact center, negotiate rates, and implement the necessary circuits
- Locate, negotiate, and configure 700+ new devices capable of utilizing their specialized apps
- Negotiate mobile rate plans, handle support, and review billing for compliance on an ongoing basis with experience in managing a cloud based Mobile Device Management (MDM) environment

“I did not have the infrastructure in place, and had not personally used the platform our company utilizes in another market.” Said their Director of Technology. “I needed to focus on securing a building, developing operating infrastructure, hiring, and hitting a very short deployment timeline, so I needed a partner to deploy and manage the communications technology.”



“Tellennium gets it all done. They put in long hours, get all the registrations in place, and handle the billing.”

– Director of Technology

The numbers:

- 300+ new employees
- 700+ mobile devices
- 750 stores
- 120 days



The services:

- Negotiate devices and rate plans
- Kitting of each device
- Registrations for all devices
- Testing and deployment
- Employee device training
- Tracking via TIMS™ software and processes
- Manage billing
- Technical support on an ongoing basis

The Solution

He reached out to Tellennium through a recommendation from a firm assisting him with the implementation of their contact center. Tellennium assembled a team to implement and kit their mobile devices (smart phones and tablets) to their hundreds of new employees.

They met to assess the scope and timeline and immediately began work on evaluating devices, carriers, and rate plans. Since Tellennium is objective and manages thousands of mobile devices already for other clientele, they had the contacts and experience to quickly negotiate and bring together an appropriate cost effective solution for the mobile enterprise.

Once selections were in place, Tellennium teams deployed to client locations for on-site support and mobile device preparation for the tablets and phones. They registered and tested each device, loaded apps, and led new employee training on device use. Security was a concern; using their MDM solution, Tellennium controlled the activities of the devices consistently through the means of corporate policy enforcement, securing corporate documents, and monitoring

and executing application management. Technicians are not allowed open access to the Internet, have limited apps available for use, and cannot openly use downloaded apps of choice. This protects the integrity of the system and secures corporate security parameters.

Tellennium also provided hot line support as the implementation rolled forward.

The Client needs ongoing management as well. Tellennium's Management of Things Platform (TIMS™) provides a SaaS based solution to manage ongoing communications technology management. This allows the technology director and his team access from anywhere to view enterprise-level charges, full mobile device inventory and information, historical data, and more.

Tellennium now handles the billing, audit, support, and device management for the company.

The Results

Services launched on time, with devices and networks fully operational. The company is expanding into the Northeast markets on a new MDM platform, and partnering with Tellennium again for this expansion.

With Tellennium's support team and TIMS' processes, managing their mobile network is efficient, smooth, consistent, and cost effective. "They get it all done. They put in long hours, get all the registrations in place, and handle the billing."

