

CASE STUDY

FIS

Complete mobility end-point management and optimization from a single vendor.

MetTel migrated 15,000 mobile devices from AT&T, Verizon and Sprint to one bill, help desk and data pool. MetTel continues to enable and simplify FIS's progress towards complete digital transformation.

Customer

FIS is the world's largest provider of core processing, card issuer and transaction processing services to financial institutions and businesses worldwide. FIS empowers the financial world with software, services, consulting and outsourcing solutions focused on retail and institutional banking, payments, asset and wealth management, risk and compliance, trade enablement, transaction processing and record-keeping. Headquartered in Jacksonville, Florida, FIS serves more than 20,000 clients in over 130 countries with more than 53,000 worldwide employees.

Challenge

FIS' entire mobility program was stretched across AT&T, Verizon and Sprint. Without a centralized and complete end-point management program in place, savings and optimization was lacking. Like most enterprises of this size, FIS was challenged with managing multiple vendors and processes. FIS was also under board pressure to lower their overall spend on mobility, which had been skyrocketing.



Summary

COMPANY PROFILE

- Fortune 500 company; S&P 500 Index
- 20,000+ clients in over 130 countries, FIS technology powers billions of transactions annually
- 53,000 employees globally
- Customer since 2010

CHALLENGE

- 15,000 mobile devices in the U.S.
- No centralized monitoring or management of mobility program
- Multiple carriers, invoices and contracts
- No end-point management

FEATURED SOLUTIONS

- Mobility: Cross carrier pooling and locked-in lower costs for all future plans
- Delivered all devices with a standard kit including phone, screen protector, case, car mount and charger
- Bruin Platform: manage inventory, usage, spend, reporting and repairs

KEY RESULTS

- Successfully migrated 15,000 lines and devices
- Customized pooling resulted in more usable data for less money

Solution

First, MetTel migrated 15,000 end user accounts from AT&T, Verizon and Sprint to MetTel. FIS was able to take advantage of MetTel's wholesale contracts and unique pricing, receiving lower plan rates across the board. In addition, all devices, regardless of underlying network, shares a single data pool which continuously provides optimization savings. All end user devices were successfully migrated within 60 days from the kick-off, based on a pre-defined migration schedule which included onsite table days to assist users with the transition. Now, FIS has a single vendor for complete end-point management, with a single portal and single help desk. And, most importantly, they achieved their cost-saving goals.



ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

Results & Impact

SINGLE POINT OF CONTACT

All AT&T, Verizon and Sprint service accounts are now managed with one point of contact. MetTel provided a comprehensive online portal with all invoicing, reporting, and help desk functions organized into one easy-to-use platform.

BRUIN PLATFORM

Through the use of MetTel's communication management platform and its newly deployed technologies, FIS vastly improved system-wide expense budgeting, increased staff productivity and increased their organizational efficiencies.

OPTIMIZED INVENTORY MANAGEMENT

MetTel has successfully migrated services from the tier-one carriers and FIS now has a single billing platform, which allows them to track all spending on a line-by-line basis and provides for optimized telecom inventory management based on real-time usage reports.