



WIRELESS COMMUNICATIONS ASSESSMENT

Wireless communications services are an integral part of most business operations today. Whether providing immediate access to critical resources via cell phone or providing access to email services while traveling, today's wireless devices are making a positive impact on productivity to workers across the world. Wireless services include cell phones, PDAs, integrated PDA/cell phones, pagers, wireless data access for notebook computers, and various fixed wireless communications like Wi-Fi and Wi-Max. The type and variety of devices, service plans, and integration of wireless communications with business processes and networks is growing in complexity. All of these issues present new challenges for the enterprise, and more specifically the IT and Network Managers.

Advocate Networks is an expert in communications and managed services. We offer our customers experience and expertise in assessing an enterprises current wireless infrastructure, services, use, and costs; and also, in developing a next-generation wireless communications management plan to assist the Network Manager in optimizing current wireless costs, managing recurring costs and delivering the best value in new applications, service, support.

Advocate Networks has developed a FOUR PHASE Process to complete an assessment of the wireless environment and develop a Wireless Communications Management Plan for the future that provides management with increased control and visibility over wireless costs and usage.

PHASE 1 – Assess Current Environment

1. Gather current data sources describing the corporation's deployed wireless devices and services, including device inventory, server-based applications (e.g., Blackberry Enterprise Servers) service agreements and bills.
2. Analysis of the current calling and/or usage patterns and usage to determine the optimal rate plans for the wireless user base,
3. Analysis of current wireless data usage,
4. Benchmark current usage and plans versus best-in-class to determine potential savings opportunities,
5. Validation of current wireless user base to determine if unauthorized users or charges are in the system, and
6. Analysis of the historical equipment and accessories costs for the wireless user base.

In our experience, the validation of current users usually results in a 10-20% cost reduction due to elimination of non-usage or unauthorized charges.

PHASE 2 – Rate Plan and Usage Optimization

1. Based on the “Assess The Current Environment” Phase, assess the impact of optimizing current usage and service plans,
2. Determine if reconfiguration or negotiations with service providers and/or equipment vendors if required and take appropriate action,
3. Possible RFP process and follow-up RFP analysis and selection, and
4. Negotiation and execution of service and equipment agreements.

In our experience, the initial optimization phase results in approximately a 30% cost reduction.

PHASE 3 – Determine and Establish A Wireless Use Policy

1. Determine wireless policy including corporate, individual or hybrid model contracting and payment liability,
2. Determine policy on camera phones, “hands-free” policy or cell phone usage while driving on business, and a lost/damaged policy for wireless users,
3. Determine Wireless User Support Plan including the consideration of outsourced support options,
4. Determine Wireless data and email integration needs and policy, and
5. Document and publish the Corporate Wireless Use Policy.

PHASE 4 - Implement Wireless Use Policy and Management Plan

1. Based on the results of Phases 2 and 3, determine the overall implementation plan.
2. Could include publication of new Wireless User Policy, reconfiguration of service plans, new bill and payment liability.
3. Could include implementation of new Wireless User Support Program and purchase of accessories,
4. Consider assigning an outside vendor to manage all provisioning of new devices, service plan changes and terminations, inventory updates, and bill analysis and optimization.