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The United States Postal Service needed a single point of contact to assist in managing more than 184 accounts with standard plans and policies.

Case Study

CUSTOMER	UNITED STATES POSTAL SERVICE
SOLUTION	MOBILE DEVICE MANAGEMENT WITH SECURE E-PROCUREMENT PORTAL, PROVISIONING HELP DESK, AND INTEGRATION WITH 3RD PARTY BILLING AGENT

BACKGROUND

The United States Postal Service needed a single point of contact to assist in managing more than 184 wireless accounts to ensure full compliance with the Postal Service’s wireless policy and approved rate plans. In addition, the Postal Service needed to gain visibility and control over this portion of its wireless device inventory, including live tracking of device shipments sent via US Mail. The Postal Service also needed to streamline its processes and procedures for wireless procurement to increase order accuracy and ensure proper coding of carrier contract rates and incentives.

PROBLEM VISION ADDRESSED

Vision provided a customized mobility management solution for a subset of the Postal Services wireless devices, which allowed the Postal Service and its existing 3rd party billing agent to have secure access to an eProcurement Portal for ordering and provisioning. Vision’s solution included creation of an accurate database for wireless device (asset) management, and the company also leveraged its Help Desk to serve as the first point of contact for handling the Postal Service’s ordering and provisioning questions.

APPROACH TAKEN TO MEET CUSTOMER’S REQUIREMENTS

- Created a secure eProcurement Portal to provide the Postal Service’s 3rd party billing agent with secure access to wireless accounts, established with the proper points of contacts and accurate coding of services plans
- Customized the eProcurement Portal to allow the Postal Service to quickly and easily initiate online service requests for Upgrades, Ports, and Accessories
- Served as first point of contact, providing Help Desk support for ordering and provisioning questions
- Ensured flexibility to customize the eProcurement Portal with special promotions and incentives made available to the Postal Service periodically
- Warehoused and managed a “special inventory” of replacement devices to ensure availability for the Postal Service during emergency situations
- Utilized custom shipping via first-class US Mail for live tracking of device shipments and to ensure compliance with the Postal Service policies



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