

# Reducing Mobile Voice and Data Costs for a Global Petrochemical Enterprise

How **OneView® Mobile Expense Management** improved mobile cost control, policy enforcement, operational efficiency and the end-user experience at enterprise scale.

## 25%

Reduction in overall direct cost

## 73%

Reduction in mobile data costs

## 99.5%

Reduction in out-of-policy usage

## 11 000+

Contracts migrated and upgraded

## ● At a Glance

<b>Industry</b>	Global petrochemical and energy enterprise,
<b>Solution Implemented</b>	OneView® Mobile Expense Management.
<b>Primary Focus</b>	Mobile voice and data expense control, policy enforcement, self-service, invoice reconciliation, SIM lifecycle management and service provisioning.
<b>Headline Outcome</b>	The business reduced mobile spend and wastage while improving visibility, accountability, support responsiveness and user adoption.

## ● Client Context

The organisation relied on a large and complex mobile voice and data environment to support users, managers and operational teams across the business. As mobile services scaled, the organisation needed a more integrated and easy-to-use way to control usage, reduce waste, manage policy compliance and give stakeholders accurate visibility into mobile costs.

The objective was not only to reduce spend. The broader goal was to create a governed mobile expense management model that connected cost, usage, policy, assets, service changes, invoicing and end-user support into a single operating view.

## ● The Challenge

Before OneView®, the business needed to improve control across several mobile expense management areas:

- Mobile voice and data usage needed to be easier to monitor, manage and control.
- The mobile policy needed to be updated, aligned and enforced more effectively.
- Users and managers required more accurate, real-time visibility into cost and usage.
- End-user queries, ticket volumes and escalations needed to be reduced through better self-service and faster resolution.
- Operational processes such as asset management, invoicing, reconciliations, provisioning and IMACDs needed to be streamlined.
- Dormant, redundant and out-of-policy services needed to be identified and addressed to reduce wastage and improve ROI tracking.

## ● The Solution: OneView® Mobile Expense Management

OneView® was implemented to provide an integrated mobile expense management capability for mobile voice and data services. The platform gave the organisation a centralised way to track usage, manage spend, enforce policy, support users and improve operational control across the mobile environment.



### OneView® Module Implemented

Mobile Expense Management: mobile voice and data usage management, dashboards and reporting, mobile policy enforcement, self-service, invoice reconciliation, asset and SIM lifecycle management, service provisioning and IMACD support.

## ● How OneView® Connected Capability to Business Value

Business Need	OneView® Capability	Value Created
Control mobile usage and expenses.	Live dashboards, reports and mobile voice/data expense tracking.	Greater visibility for users, managers and finance teams to understand where mobile costs were coming from.
Reduce out-of-policy usage.	Policy alignment and enforcement across the mobile environment.	Reduced unauthorised usage and strengthened accountability for mobile spend.
Improve support responsiveness.	End-user self-service and query management.	Reduced tickets, escalations and time required to resolve user queries.
Reduce waste in the mobile estate.	SIM clean-up, asset management and contract visibility.	Dormant and redundant services could be identified, cleaned up and controlled.
Recover billing value.	Invoice audit, reconciliation and credit tracking.	Historical incorrect billing could be identified and credits realised.
Streamline operational change.	Service provisioning, migrations, upgrades and IMACDs.	Large-scale mobile contract changes could be managed more efficiently and with less operational friction.

## ● Adoption and Change Enablement

The implementation was supported by a structured launch to end-users and managers. Roadshows were held throughout South Africa, with online training and webinars used to support adoption. The launch received strong feedback, with an NPS score of 86.

This mattered because the platform was not positioned as a back-office reporting tool only. It was embedded into the way users, managers and operational teams engaged with mobile costs, usage, policy and support processes.

## ● Business Impact

OneView® helped the organisation move from fragmented mobile expense management to a more governed model of cost visibility, policy control, operational efficiency and user accountability.



Outcome	Result Achieved	Why It Matters
<b>Cost Control</b>	25% reduction in overall direct cost.	Reduced recurring mobile expense and improved the ability to track ROI against the business case.
<b>Data Optimisation</b>	73% reduction in mobile data costs.	Improved visibility and control over one of the largest drivers of mobile spend.
<b>Voice Rationalisation</b>	15% reduction in voice line subscriptions.	Reduced unnecessary services and improved alignment between active users and active subscriptions.
<b>Roaming Control</b>	80% reduction in international roaming costs.	Improved control over a high-risk, high-cost mobile expense category.
<b>Policy Compliance</b>	99.5% reduction in out-of-policy and unauthorised usage.	Demonstrated the impact of policy alignment, usage visibility and enforcement.
<b>Support Efficiency</b>	87% improvement in query resolution times.	Improved the end-user experience and reduced the operational burden of mobile support.
<b>Billing Recovery</b>	Credits realised valued at 11% of annual total spend.	Recovered value from historical incorrect billing and strengthened invoice reconciliation.
<b>Operational Execution</b>	11 000+ voice and data contracts migrated and upgraded.	Enabled large-scale contract change while improving service provider and stakeholder coordination.
<b>Estate Clean-up</b>	Dormant and redundant SIMs cleaned up.	Reduced waste and improved the accuracy of the active mobile estate.
<b>User Adoption</b>	NPS of 86 following launch.	Indicated strong acceptance from end-users and managers after roadshows, training and webinars.

## What Made the Outcome Possible

- Visibility was extended beyond finance reporting to users and managers, helping the business understand mobile cost and usage behaviour.
- Mobile policy was aligned to the operating environment and supported by measurable enforcement.
- Operational processes were connected to cost outcomes, from SIM clean-up and invoicing to migrations, upgrades and IMACDs.
- The implementation combined platform capability with expert mobile expense management guidance and change enablement.



## Audience Insight

For large enterprises, mobile expense management is not only a tariff or invoice problem. Sustainable savings come when cost, usage, policy, assets, service changes and user support are managed as one connected operating model.

## Conclusion

Through the implementation of OneView® Mobile Expense Management, the organisation created a more integrated way to manage mobile voice and data expenses. The result was stronger visibility, lower spend, better policy compliance, reduced wastage and a more responsive end-user support experience.

The case study shows how enterprise mobile cost control becomes more effective when savings, governance and operational execution are connected in one platform-supported process.

## Looking Ahead

With a cleaner mobile estate, stronger policy enforcement and clearer reporting in place, the organisation is better positioned to manage mobile services as part of a broader technology cost management strategy.



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