



THE CHALLENGE

- This **British supermarket chain** with more than **800+ stores** was looking for a 'value for money' solution for **500+ iPhones**, including a high level of support and no upfront cost.
- Their current mobile solution was too inflexible and **lacking this crucial support**.
- For example, if a phone stopped working or was broken, the user had to send the device to the IT department, who then had to take the phone to get repaired, dropping it off and picking it up, and then take it back to the user.
- This often meant the user was without a phone for 7 – 10 days. This process was **time-consuming and inefficient**.
- When you have a network of UK stores, as well as a global **export business, connectivity is crucial to productivity**. With at least one phone per week either breaking or getting damaged, their current solution was not working at all.



THE SOLUTION

- Based on the users' need, Econocom and JTRS | Econocom created a **cost & time effective, end-to-end and seamless** BOS mobile solution on a 24-month **subscription** basis:
 - **Cost & time effective:** the total cost of ownership of the BOS solution saves them £11k every 2 years, when compared with the smartphone supplier. Considerable time and engineering resources saved from removing the need to take the broken devices to a store.
 - **End-to-end:** high level of support with wrap-around services included (delivery, Device Enrolment Programme, next-day swap warranty and helpdesk).
 - **Seamless:** no business interruption with Apple certified engineers looking after the mobile estate and smooth end-of-contract services (including collection, recycling and GDPR data wiping).

£11k of savings every 24 months

500+ iPhones

Gold level support

✓ ADDED VALUE:

- Fast delivery & **business continuity** (next day swap warranty).
- **One-stop-shop** (procurement, mobile services and MAC warranty management).
- **Trusted partner** supporting users every step of the way, from pre-deployment, roll-out, throughout the subscription to the end of the contract.