

# IMD Client Case

## About IMD

IMD is part of HP. The company offers a full-range of IT-services. The IMD solution is full service; from buying and implementing up to maintenance of hardware and software.

## Customer Challenge

- § Lack of insight into increasing telecom spend. Understanding of business vs private use of company mobile phones is required and business calling costs need to be allocated to cost centers.

## Solution

- § Ezwim's Total Telecom Management solution was implemented to offer IMD complete insight into its telecom costs and deployed devices across every level of the organization.
- § Intuitive web-based tool allows IMD employees to monitor costs and take responsibility of their mobile spend.
- § Implementation time: 4 weeks.

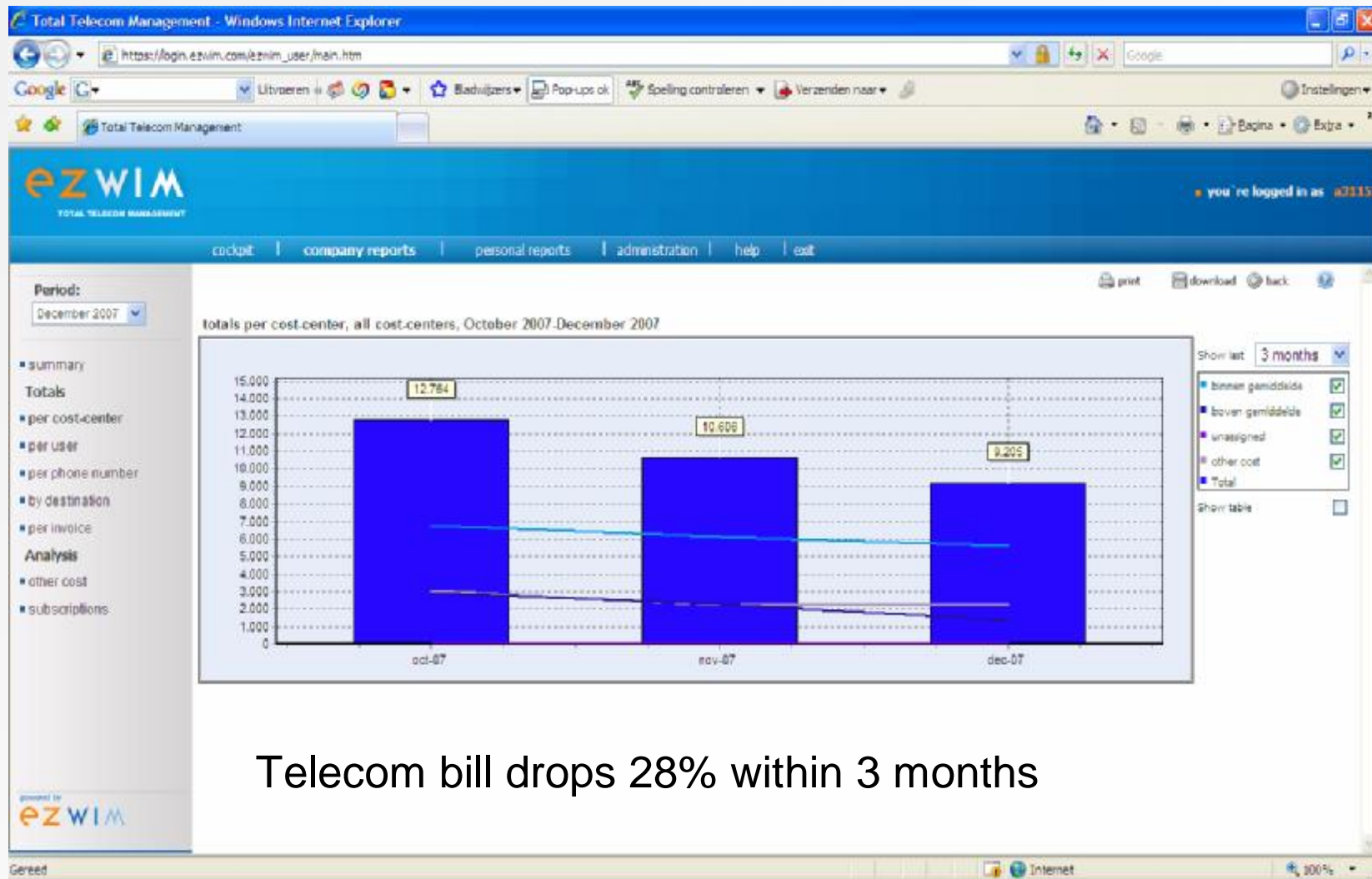
## Customer Benefits

- § Telecom costs decreased 28% within 3 months
- § Telecom service management cost decreased to almost zero.
- § Telecom visibility and control:
  - § end user awareness;
  - § managers have access to a consolidated/individual cost view;

*"We are extremely pleased with the Ezwim service, it enables us to take control of telecom spending like never before. We saved 28% on our telecom costs within just 3 months, a fantastic achievement. The user-friendly web-service allows us to have insight into telecom usage and costs any time, any where and offers an integrated solution for service management".*

**Jeroen Zindel, Manager Marketing & Communication IMD**

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Telecom bill drops 28% within 3 months

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| Cost-center | binnen gemiddelde | boven gemiddelde | total call cost | prev. period | other costs | total     | avg. per user |
|-------------|-------------------|------------------|-----------------|--------------|-------------|-----------|---------------|
| total       | 6 787.43          | 2 938.00         | 9 725.43        | +15 %        | 3 038.78    | 12 764.21 | 68.62         |

| Cost-center | binnen gemiddelde | boven gemiddelde | total call cost | prev. period | other costs | total     | avg. per user |
|-------------|-------------------|------------------|-----------------|--------------|-------------|-----------|---------------|
| total       | 6 129.09          | 2 256.07         | 8 385.16        | -14 %        | 2 220.51    | 10 605.67 | 57.33         |

| Cost-center | binnen gemiddelde | boven gemiddelde | total call cost | prev. period | other costs | total    | avg. per user |
|-------------|-------------------|------------------|-----------------|--------------|-------------|----------|---------------|
| total       | 5 570.71          | 1 362.31         | 6 933.02        | -17 %        | 2 272.07    | 9 205.09 | 49.76         |

Average Telecom spend per user drops from € 69 to € 50 (-/- 28%)