



**5 Mobile Pain
Points**
that the Right MMS
Can Solve

Introduction

Across industries, large-scale organizations are relying more and more on mobile tech to deliver the level of service customers expect and power important internal processes. So, mobile technology solutions that just work aren't just nice to have. They're a necessity for staying competitive in your industry and keeping your customer base coming back.

When the mobile management vendors you depend on in your day-to-day operations don't deliver the level of service you need, your customers and employees feel the impact—which negatively affects your bottom line. Frustrations like integration issues, strained vendor relationships, unmet service level agreements (SLAs), and a lack of visibility into your mobile ecosystem all cost your organization valuable time and budget, and erode the customer experience your organization aims to deliver.

If you're dealing with the following 5 pain points in working with your MMS providers, it's time for a change.

1. [Your Mobile Costs Keep Escalating](#)



2. [It's Difficult to Integrate the Solutions You Need with Legacy Systems](#)



3. [Your Current Vendor is Not Providing the Service You Need](#)

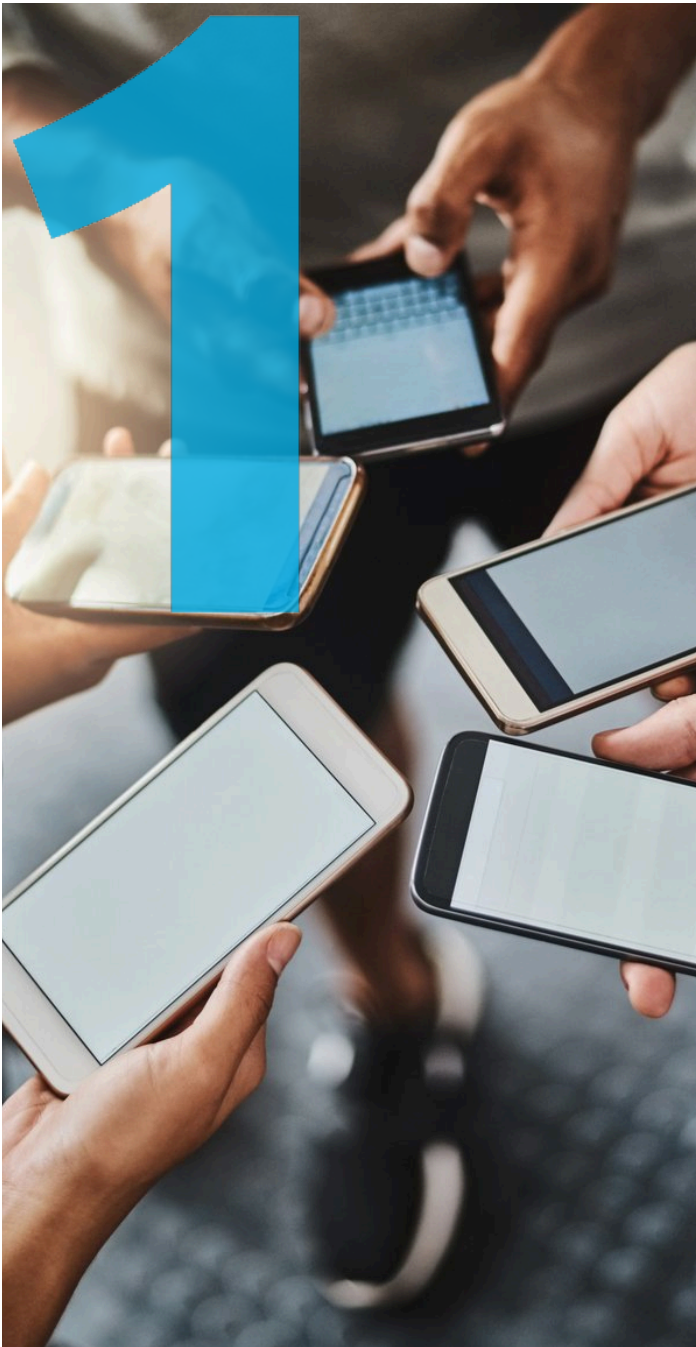


4. [You Have Little Visibility into Your Mobile Tech Stack](#)



5. [Current Solutions Don't Meet Your Unique Needs](#)



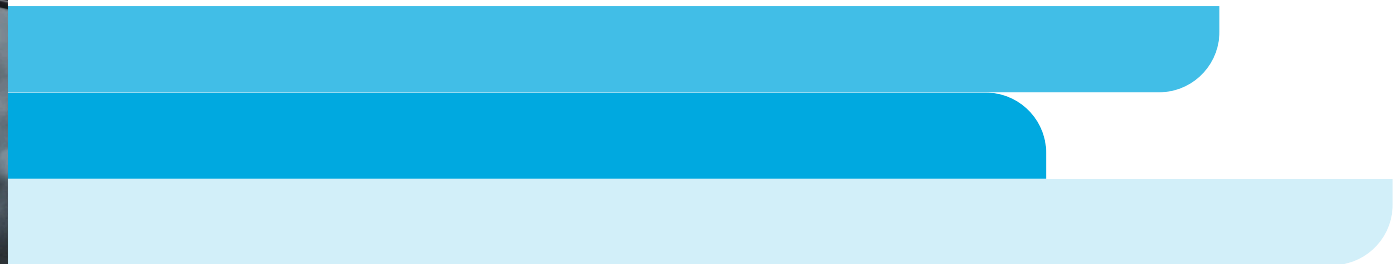


Your Mobile Costs Keep Escalating

As technology keeps advancing and your enterprise keeps growing, refining, and innovating its services, new mobile use cases will always arise. When different departments across your organization build relationships with different mobile providers to meet their new needs, costs mount quickly.

Without a company-wide strategy for mobile technology management, your company's overall mobile TCO can skyrocket. These mounting costs can stem from inefficiencies like paying for connectivity for devices that aren't in use and replacement costs for devices that could otherwise be repaired—if your whole team had an efficient device repair process to fall back on.

Fortunately, the right MMS vendor can save your team money and time by offering a consultative approach to assessing your mobile tech needs holistically. Here at Stratix, we offer our clients a comprehensive portfolio of services, including Telecom Expense Management (TEM). Our best-in-class TEM analysts have hands-on experience in capturing savings for large-scale organizations and recently saved over \$1M annually for a single client.



It's Difficult to Integrate the Solutions You Need with Legacy Systems

When you land on a solution for a new mobile tech use case, the last thing you want are delays and complications while integrating that solution with legacy infrastructure and applications. And, when you have multiple MDM platforms across your enterprise, you'll face added management complexity, along with higher costs and security vulnerabilities.

Even rolling out new apps and OS updates to all your devices can cause system-wide issues, which is why it's so important to have niche and specific expertise at your disposal to make sure your existing legacy systems can work with newer technology you're considering.

A partner with deep experience in mobile tech management will be equipped to facilitate integration within complex systems like yours—on time and on budget. With the right partner, you'll have support in meeting evolving mobile tech needs at every stage, from device purchasing to end-of-life management.

At Stratix, we have an in-house Enterprise Mobility Management (EMM) team that supports organizations with multiple MDM platforms and can consult, migrate, and ensure application and OS updates are rolled out seamlessly. And, to help you onboard and keep devices up to date, you'll have the help of our Mobile Solutions Architects and Engineers for lifecycle management.





Your Current Vendor is Not Providing the Service You Need

The Service Level Agreement (SLA) your MMS provider offers is an important commitment, and a failure to deliver shouldn't be taken lightly. Missed SLAs impact your employees, your customer experience, and ultimately, your costs.

While no partnership is perfect, and it's worth giving latitude for the occasional misstep, beware of continual mistakes from your provider that they aren't addressing in the long term. If you choose your provider because of their good performance in one area of your needs, but you find that they consistently fail in others—it may be time to reevaluate.

To keep providing the experience your customers expect, you need mobile management solutions you can actually rely on.

So, it's best to find a partner with proven expertise in every facet of planning, implementing, and managing mobile technology, so you can trust them to deliver.

At Stratix, we are customer-obsessed and live by a core value that we're not afraid to get our uniforms dirty. We're proud of our **on-time delivery rate of 99.9%, 70+ NPS score, and average customer tenure of over 10 years**. When a specific issue arises, you can count on our team's dedication and know that we'll resolve it on the first occurrence, then adapt processes to ensure it doesn't happen again.

70+
Average NPS
Double the industry average

99.9%
On-time
Delivery Rate

You Have Little Visibility into Your Mobile Tech Stack

Do you know where *all* of your devices are, at any given moment? Can you track how they've been performing over time? Have you ever lost devices from your inventory—and further, do you have the visibility you need to confidently answer that question?

When you lack visibility into your spare pool and your device cycles at large, it's all too easy for devices to go missing, sit unused, or drive-up costs and breakage rates within your organization before you can take action. Instead of losing time to manual processes that make devices difficult to track holistically, consider reinvesting in a solution that gives you transparency into devices across your organization's mobile ecosystem.

To help our clients achieve this, Stratix uses itrac360, a proprietary asset management platform.

Here's what makes itrac360 unparalleled in our industry:

- Full accounting for all your devices and assets, including where they're deployed, if they're in your spare pool, or being repaired
- The ability to drill into the individual device details for valuable intelligence on the performance of entire device classes
- A transparent view of service and repair history on all devices
- Dashboards and alerts to make tracking all of your devices easy
- Notifications when it's time to replenish your spare pool
- Prompts when it's time to repair or replace devices as they reach end-of-life

It's possible to achieve full visibility into your mobile tech stack. And because of the costly repairs and replacements it can save your organization in the long run, it's worth the investment.





Current Solutions Don't Meet Your Unique Needs

Your organization's needs are complex and unique, so it's difficult to get those needs met with one-size-fits-all solutions. Whether you're working with multiple vendors to handle different aspects of your mobile needs, covering with in-house resources as a stopgap, or working with MMS providers who have delivered solutions that aren't custom designed for you—you deserve to have your company's business needs addressed, in all their complexity.

More than just device types, support levels, and operating systems, you need a partner who can dig into your use cases, incident rates, custom knowledge articles, and use of AI (or lack thereof). When the Stratix team gets started with a client, we come in from a consultative perspective.

We immediately looking at specifics like your breakage rates and the needs of your end users, so we can create a unique and custom solution that addresses the pain points of both your team and your customers.

And, because we have certified expertise in every aspect of managing a mobile environment, are authorized to repair in-house, and have a team providing advanced onshore support 24/7, we can help you maintain the solutions we design and provide throughout the lifetimes of your devices, across all your use cases. Our expansive partner ecosystem includes all major OEMs and ISVs in specific industries. And, when a client needs a product custom-designed for them, we have a specialty products group to do just that.

In summary:

While these 5 mobile technology pain points can be endlessly frustrating to deal with on a day-to-day basis, they're solvable with the right MMS providers in your corner. If you're dissatisfied with any aspect of what your managed mobile program is delivering for you, know that the right level of experience and certified expertise is out there to help address all the complexities of managing mobile technology for a large-scale organization like yours.

Our mobile certified experts know what questions to ask and how to work with organizations to fully understand user your mobile environment and support needs. With a lower total cost of ownership in the overall lifecycle and fewer support challenges, it's easy to see why healthcare providers choose SmartMobile Services from Stratix.

[Request an Audit of Your Mobile Environment](#)



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