

# Streamlining Wireless Management with Granite Telecommunications

## Challenges

**A prominent business faced challenges managing a diverse range of wireless plans from T-Mobile, Verizon, and AT&T. The existing setup led to several issues:**

- Plan Diversity: The customer had a mix of wireless plans across multiple carriers.
- Billing Complexity: Multiple bills from each carrier complicated financial management.
- Lack of Centralized Control: Managing plans through carrier portals lacked a single source of truth.
- Pooling Issues: Data plans didn't pool, resulting in costly overage charges each month.
- Fragmented Ordering: No single portal for ordering new devices and activations.
- Account Management Complexity: Dealing with various account teams based on plans or devices added complexity.

## Solutions

**Granite Telecommunications presented a comprehensive solution to address the identified challenges:**

- Consolidated Billing: Granite centralized all carrier plans into a single invoice, categorized by location, cost center, and GL code.
- Cross-Carrier Pooling: Plans were pooled across carriers, enabling retroactive management of plan sizes, eliminating overages, and ensuring the customer paid only for the data used.
- Unified Portal: Granite provided a single portal for the customer to oversee their entire wireless environment, simplifying management.
- Efficient Transition Management: A dedicated three-person project management team from Granite facilitated a smooth transition, completed in less than two billing cycles.
- Cost Savings: Granite's optimizations led to a 39% reduction in total spend, translating to an annual savings of \$337,000 (\$28,000 monthly).

## Customer Profile

### Industry

Energy Management

### About

- Cloud Platform
- Servicing EV market

- **Coterminous Contracts:** Granite introduced coterminous contracts, easing the burden of managing multiple contracts.
- **Dedicated Account Manager:** To address ongoing needs, Granite assigned a dedicated account manager for personalized support.

## Results

**By leveraging Granite Telecommunications' wholesale platform, the customer experienced a transformative shift in their wireless management:**

- **Financial Efficiency:** The consolidated billing and pooling of plans significantly reduced costs, optimizing expenditure.
- **Streamlined Operations:** A unified portal and coterminous contracts simplified day-to-day operations, enhancing overall efficiency.
- **Swift Transition:** The transition, managed by Granite's project management team, was completed seamlessly within two billing cycles.
- **Dedicated Support:** The provision of a dedicated account manager ensured ongoing support, fostering a strong client-vendor relationship.

**In summary, Granite Telecommunications not only addressed the immediate challenges but also provided a holistic and future-focused solution that resulted in substantial cost savings and operational efficiency for the customer. This case study demonstrates the value of partnering with Granite Telecommunications for businesses seeking to streamline their wireless management and drive financial savings.**