



“Mobile plays a mission-critical role at Colliers. Mobile Mentor understands this and ensures that our real estate professionals are always available to clients. With exceptionally high first-call-resolution rates and the provision of like-for-like loan devices, Mobile Mentor is giving us the mobile support we need to excel in our business”

Bruce Gallie
Chief Operations Officer
Colliers International

As one of the largest commercial property firms in Australasia, Colliers International provides seamless solutions for its customers' commercial real estate needs through leasing, sales, management and advisory services.

Colliers New Zealand employs over 350 real estate professionals. Being away from an office desk much of the time, they rely heavily on their mobile devices. Their availability, and the ability to instantly respond to client and business enquiries, is paramount.

The challenge

With mobility performing such a business critical role in the organisation, increasing support levels to their end-users was Collier's main consideration when rethinking their mobile management strategy. Having no mobile specialist helpdesk in-house, Colliers looked to Mobile Mentor to deliver the helpdesk function as well as hardware management in order to reduce downtime for their users.

While recognizing the value of mobile devices, Colliers also realised that with the increase of mobile use, associated complexity and costs of supporting these devices would grow. Cost effectiveness therefore became another important requirement.

The numbers:

- 96% first-call-resolution
- 98% of cases solved within SLA
- 98% of users back up and running within 24 hours

Call us now to unlock the full potential of your mobile workforce.

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The solution

Colliers chose to engage Mobile Mentor's entire 15R[™] mobile management solution, comprising User Support, Hardware Management and Mobile Expense Management.

The Colliers Mobile Helpdesk is situated off-site on the Mobile Mentor premises, with a team of specialist mobile helpdesk staff at Colliers' disposal. End-users call or email the support desk directly and can expect an immediate response and resolutions within committed SLA's.

While assisting Colliers in writing a mobile policy, Mobile Mentor took over the day-to-day management of their mobile assets and related warranty issues. Part of the service is to provide like-for-like loan devices to keep Colliers' real estate professionals productive while their mobile device is being repaired.

Mobile Mentor's Expense Management services provide Colliers with monthly reporting on its mobile spending as well as suggestions for optimisation. Mobile Mentor then implements any changes on behalf of Colliers.

Results

Mobile Mentor's 15R[™] management solution for Colliers significantly improved all aspects of mobile service delivery.

Increasing support service levels. Having a single point of contact for all things mobile made a real difference for everyone in Colliers from the COO down to the end-users. Clarity about warranty and billing issues, a pool of loan devices managed by Mobile Mentor and prompt response to end-user's queries by an expert mobile service desk all served to make mobile less of a headache and more of the exciting opportunity that it should be.

Reducing mobile spending. Using a managed service for mobile proved much more cost effective than keeping it in-house. This, together with the billing analysis, reporting, optimisation and implementation, resulted in a significant decrease in the Total Cost of Ownership.

"Knowing that the day-to-day management of our mobile assets is under control, we're now looking to Mobile Mentor to further empower our users by proactively mentoring our users on new technology and advising them on applications and services that drive personal productivity."