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Mobile Mentor partners with ZiCi

Two specialist service providers in the mobile industry have joined forces to attack the costs and complexity of running mobile phone fleets within NZ businesses.

Mobile Mentor has just signed a partnership with ZiCi that will see them working together to reduce running costs, provide better analysis of mobile usage and improve productivity.

Telecommunications expense and activity management company ZiCi, will deliver the Expense Management component of Mobile Mentor's 15R™ Mobile Management Solution to large SMEs and corporates.

"ZiCi and Mobile Mentor both provide a service that reduces cost and optimises value from telecommunications. So the combined service is more valuable and more compelling for businesses looking at their bottom line," says ZiCi CEO Jamie Burrows.

"Both companies address the same costs and complexities that customers know they can't manage effectively, and we believe savings of up to 30% on total cost of ownership are entirely possible."

Denis O'Shea, Mobile Mentor CEO says whilst mobile is the great enabler of our time, its potential to help people work smarter has not yet been reached.

"Together with ZiCi we help businesses to control costs and data security while increasing workforce productivity through best practice policies, access to a specialist 24/7 mobile service desk and ZiCi's mobile expense management and reporting services.

"Previously this level of end-to-end service management, reporting and insights was not available in New Zealand."

In expanding from mentoring one person for one hour, to supporting an entire company 24 hours a day, Mobile Mentor has developed a unique Mobile Management solution covering the full lifecycle of mobile assets, including the hardware, connections and enterprise mobile applications.

"As businesses grow, so does mobile usage and a corresponding need for user support, data security, and management of mobile expenses, hardware and mobile applications," says O'Shea.

"Historically, few businesses really understood the processes that needed to be put in place early enough and now they are struggling to find the hidden costs and to deploy the applications that employees need to use on their mobiles."

Telecommunications are an integral part of business and it often sits within the top five biggest costs for an organisation. Payment for mobile bills is signed off and accepted as being significant without further scrutiny but, according to analysts, the Gartner Group, Telco billing can be as much as 10% inaccurate, and this is not the only place where you could be saving on mobile costs.

"There are steps you can take to ensure you are only paying for what you need, including analysis of your mobile bills, as well as proactively managing and understanding end user usage," says O'Shea.

"By having clear visibility of your mobile users' mobile calls you can ensure you have an appropriate mobile spend policy for different user levels, and be able to actively identify and manage deviations from the policy," says Jamie Burrows.

Mobile Mentor is currently supporting many large NZ corporates and plans to expand its international footprint in Brazil, Australia and China. The company recently announced a resale agreement with IBM to sell this service to corporate clients in NZ.

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