**AT&T Global Mobile Management®**

Bring Order to Your Mobile Environment

How will today's enterprise evolve their mobile strategy?

Smartphones, tablets, and other mobile devices have transformed how we conduct business and have become deeply integrated in the enterprise. Mobility is boosting business productivity and responsiveness. But companies have grappled with managing and controlling the costs associated with these new mobility services and the impact they have on their resources.

PRESENT

PAST

FUTURE
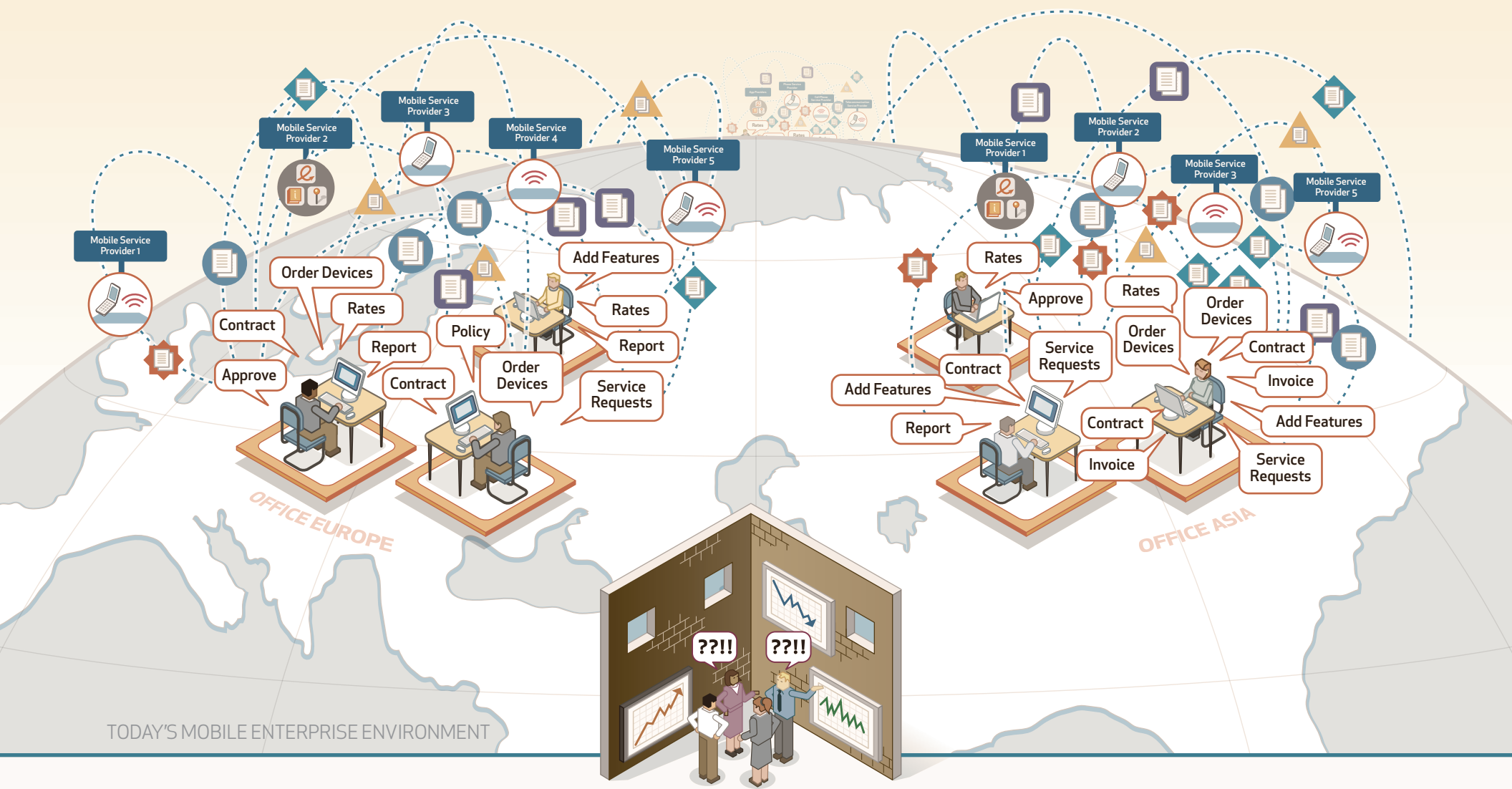
TODAY'S MOBILE ENTERPRISE ENVIRONMENT

Fragmented mobile environment

The mobility environment of a global corporation is complex and frequently changing due to internal and external forces. It requires working with multiple wireless telecom providers in numerous countries-each with its own contract, pricing, invoicing, ordering portal, reporting formats, and support offerings. These complexities can lead to a lack of visibility into or influence over your company's use of and spend on mobile services, which can result in time intensive management of transactions, necessitate additional employee resources to manage numerous carriers and contracts, and can lead to higher overall costs.

Enterprises don't know what they don't know

A multi-national enterprise might have numerous suppliers per region, which can translate into multiple contracts in different languages with different rate plans, discounts and terms. Regional business units can have disparate wireless policies, carrier selection criteria, and procurement procedures. This can lead to a difficult environment for controlling costs and driving service consistency.

The bottom line

An effective global mobility management solution helps reduce costs, improves transparency and enables centralized management.
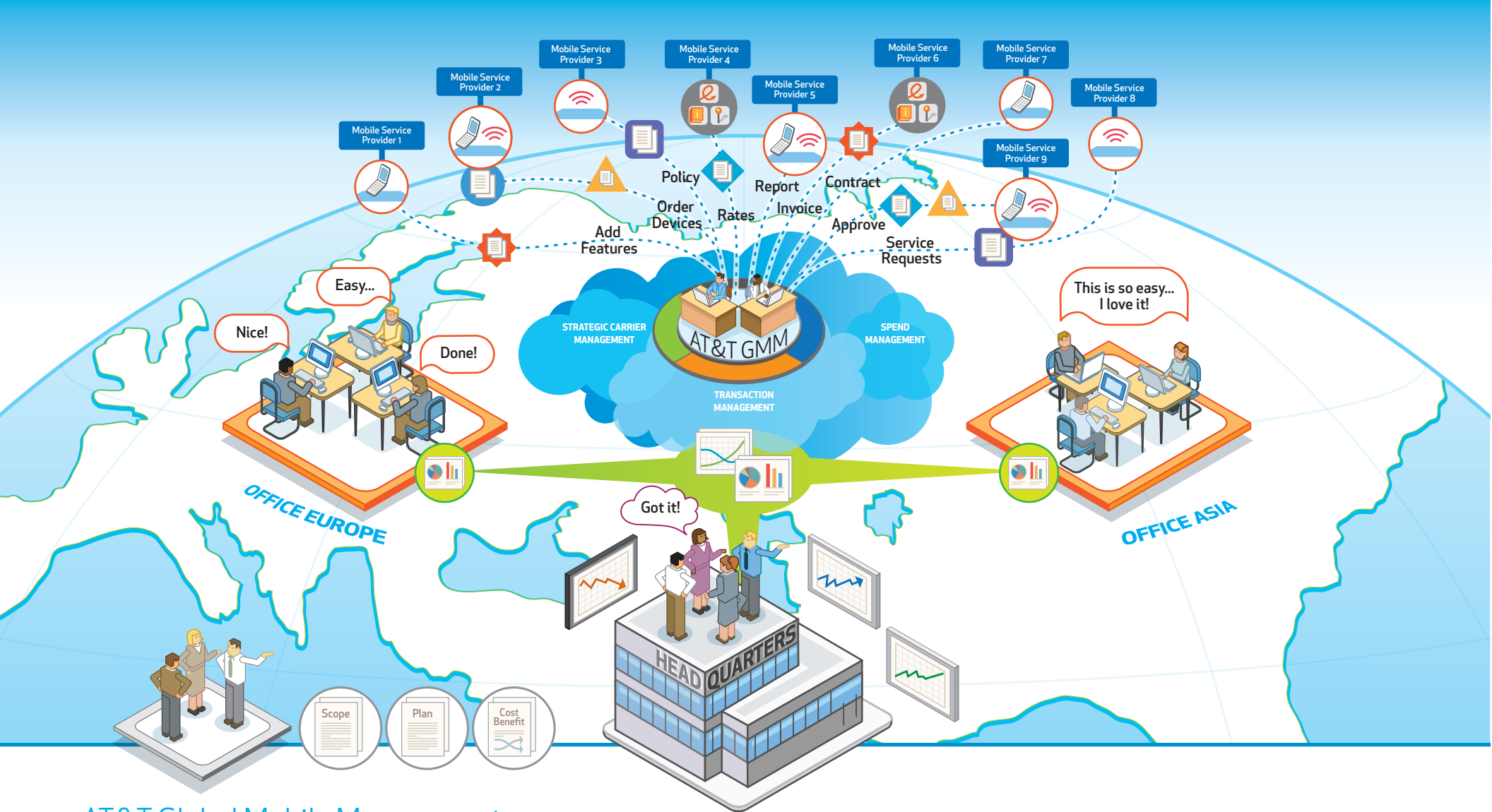
AT&T Global Mobile Management

AT&T Global Mobile Management (GMM) is a managed service that can help qualified companies better manage and control mobility spend and usage in supported countries. You can select one of two offers – AT&T GMM (Standard) or AT&T GMM (Enhanced). Core elements of AT&T GMM (Standard) include rate plan optimization recommendations, a single ordering platform that incorporates your wireless-related rules and approval levels and provides a catalog of the plans and devices available for Corporate Responsibility Users under your service agreements with local mobile telecommunication service providers in supported countries, and online tools enabling consolidated reporting. AT&T GMM (Enhanced) includes all of the services provided under AT&T GMM (Standard) as well additional services such as strategic carrier management to help you select and manage your local mobile telecommunication service providers in supported countries. The end result? You can gain increased visibility into and control over your mobile environment, which means you can make informed decisions about your Corporate Responsibility Users' wireless services, help reduce your wireless spend, and free up employee resources to focus on other business initiatives.

The transition to AT&T GMM is easier than you think

AT&T works with you to define specific transition and transformation plans that provide clarity of scope with regard to AT&T's wireless management activities and focus on timely implementation to help realize potential cost benefits and efficiencies.

Transaction Management

Customer Policy Implementation: AT&T works with you to develop and maintain a central catalog of approved services, devices, features, and accessories across local mobile telecommunication service providers in supported countries integrated with your approval processes (based on wireless policies you establish) to help you ensure that the "right device gets to the right user".

Transaction Tracking: AT&T tracks qualified transactions and escalates, on your behalf, any delays or other provisioning issues regarding such transactions to the local mobile service provider.

Spend Reporting

Monthly Reporting Tools: AT&T aggregates information from local mobile telecommunication service providers in supported countries and provides you with access to a suite of standard, self-service reports offering a variety of variables from which you can select for a customized view into your company's mobility usage and/or spend across such providers and countries. These reporting tools enable you to better understand your spending and make more informed decisions about your mobile environment. If you prefer, you can request your AT&T Service Manager to run some or all of the reports on your behalf each month.

Advice to Pay Reports, Billing Disputes and Escalation: AT&T reviews incoming carrier invoices to verify that orders were provisioned as requested, provides an "Advice to Pay" report, and escalates billing discrepancies to the local mobile telecommunication service provider on your behalf to help facilitate your resolution of any disputes.

Rate Plan Optimization

AT&T provides quarterly rate plan optimization analysis and reporting to help you assess whether Corporate Responsibility Users are on appropriate rate plans, determine optimal rate plan combinations, make rate plan adjustments, and make decisions as to your company's wireless-related policies.

Engagement – AT&T Service Manager

Throughout AT&T's relationship with your company, AT&T is engaged in an active and on-going basis, with your AT&T Service Manager addressing your GMM service implementation, exchanging information and reports, conducting quarterly review meetings, and handling other on-going GMM contract-related matters.

Strategic Carrier Management:

AT&T can perform multi-dimensional carrier management services on your behalf including bid management, carrier evaluation and recommendation, pricing negotiation assistance, and managed corporate-liable subscriber consolidation to preferred, local mobile service providers.

Incident Management: AT&T escalates, on your behalf, chronic network outages and issues to the local mobile telecommunication service provider and, to the extent available from the local provider, provides you with notice of planned network outages or upgrades.

Strategic Decisions

With AT&T managing your company's mobile environment on your behalf, you can focus on where you need to go tomorrow.
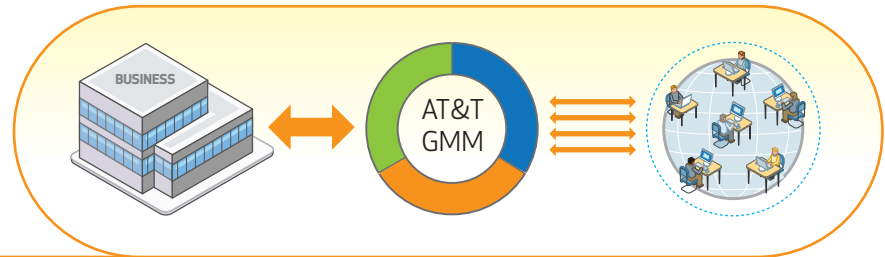
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Why AT&T GMM

AT&T Global Mobile Management can help you simplify and streamline management of your mobile environment by increasing visibility into and control over the use of mobile services in supported countries.

Process Controls

Managing your mobile environment requires time, money and human resources. Implementing AT&T GMM ordering processes that are standardized across supported countries can reduce complexity and increase efficiencies.

Potential Cost Control

AT&T GMM's consolidated reporting tools enable increased wireless visibility and control across service providers in supported countries, which can help you drive down your mobility costs.
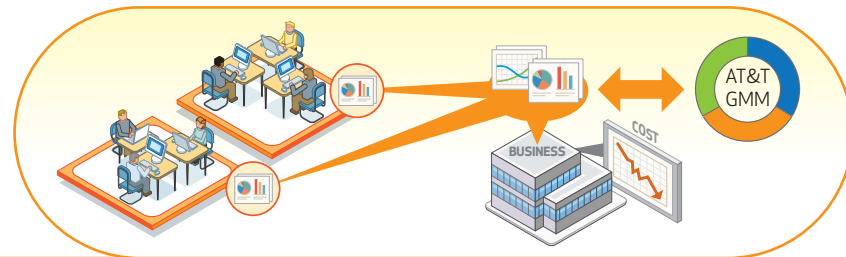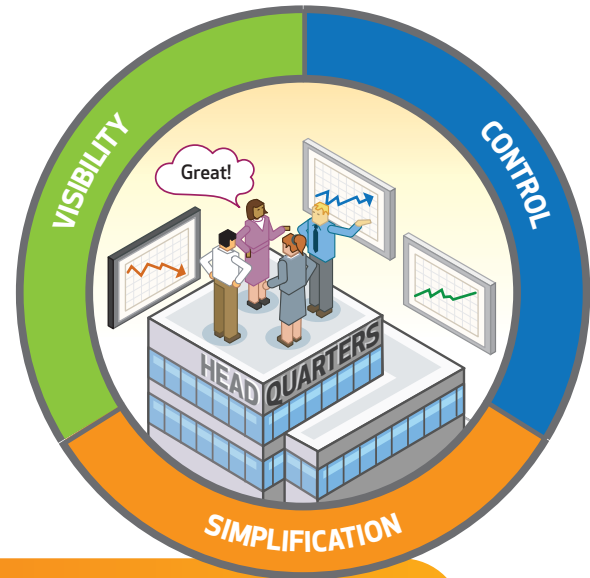

Focus on YOUR Business

AT&T GMM can reduce the time and employee resources required to manage your company's mobile environment, allowing you to focus on other business initiatives and opportunities.

AT&T Global Mobile Management®
Bring Order to Your Mobile Environment

AT&T GMM

VISIBILITY
CONTROL
SIMPLIFICATION

Great!

HEAD QUARTERS

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Mobile Service Provider 1
Mobile Service Provider 2
Mobile Service Provider 3
Mobile Service Provider 4
Mobile Service Provider 5
Mobile Service Provider 8

Bring order to your mobile environment

Rethink Possible