



Rent devices instead of managing them:

How a growing technology company used the SAVECALL Mobile Dashboard

SAVE

Challenge: Uncontrolled device costs, high IT overhead for procurement and repairs, lack of transparency, manual processes for onboarding and damage reporting

SAVECALL Service: Implementation of the SAVECALL Mobile Dashboard with Device-as-a-Service, a self-service portal for employees, 24-hour express replacement, and lifecycle management.

Result: 35% lower total cost of ownership, 80% reduction in IT workload, replacement device within 24 hours, complete transparency regarding all devices, contracts, and costs.



Growth Without Control

The Challenge

A medium-sized technology company with approximately 280 employees across four locations in Germany and Austria found itself in the midst of a period of rapid growth. Within two years, the workforce doubled, and with it the number of mobile devices.

What initially worked with manual management increasingly became a problem: some new employees had to wait up to two weeks for their company phone.

The IT department spent a large portion of its time procuring, configuring, and replacing defective smartphones. Damage claims were reported via email, without a standardized process. And no one had an overview of current contracts, device costs, or the status of the entire fleet.

The financial implications remained hidden for a long time. Device costs, repair bills, and procurement expenses were booked across various cost centers, and there was no overview. Decisions regarding new purchases were based on estimates, not on data. With every new location and every hiring wave, the situation worsened.

Critical conditions for mobile device management

- Over 280 mobile devices in use, and the number is rising
- No centralized system for ordering, repairing, and managing devices
- An IT team of only three people, which was operationally overburdened
- Non-transparent cost structure: No one knew the true total cost per device
- Significant downtime due to defects: an average of five to seven business days without a replacement device
- Growing compliance pressure due to GDPR requirements for device management

The company needed a partner that not only supplies devices but also simplifies the entire process from ordering to replacement, while providing full transparency regarding costs and status.

The solution: SAVECALL Mobile Dashboard with Device-as-a-Service

SAVECALL implemented the Mobile Dashboard as a central platform for ordering, management, and self-service—combined with a Device-as-a-Service model that makes hardware costs predictable and provides long-term relief for the IT department.

Technical Implementation Overview:

- [Central dashboard](#) for ordering, approval, and tracking of all devices and plans
- [DaaS model](#): Smartphones & tablets for monthly use instead of purchase, including maintenance & replacement
- Self-service portal for employees: damage reporting & ordering without IT involvement
- 24-hour express replacement: preconfigured replacement device delivered the next business day in case of defect or loss
- [Lifecycle management](#): automated contract management, refresh cycles, and GDPR-compliant data erasure upon return
- Integration into existing MDM solution for consistent security policies.

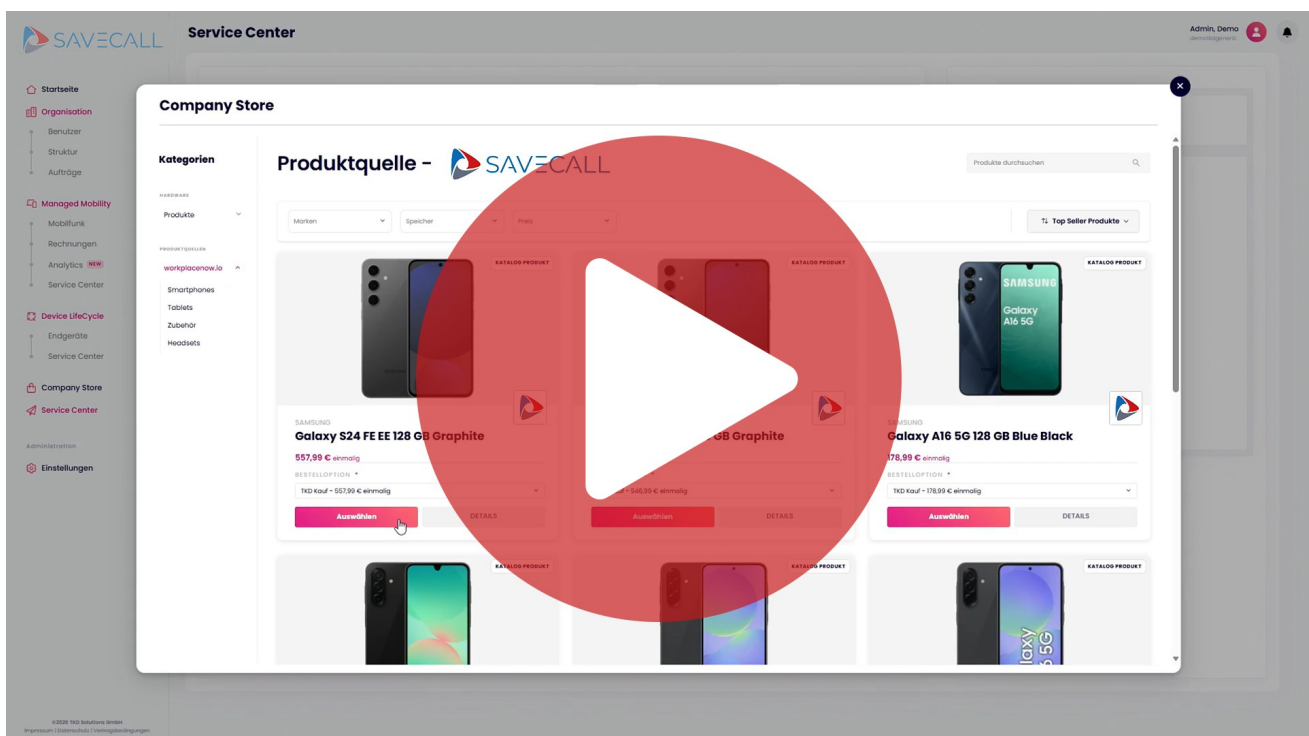
SAVECALL's Services

- Analysis of existing procurement & management processes
- Dashboard setup with custom approval workflows
- DaaS rollout for all locations
- Training for IT team & employees
- Ongoing support, monitoring, and optimization

Results and benefits

- 35% lower total costs (compared to a traditional purchase model) thanks to predictable monthly payments
- 80% reduction in IT workload: over 40 hours less effort per month
- 24-hour replacement instead of a five- to seven-day wait
- Full transparency regarding devices, contracts, and costs on a single platform
- Onboarding in one business day instead of several weeks
- GDPR-compliant data erasure with every device change
- Scalable from 50 to 500 devices

The company received a modern, transparent, and scalable solution for its entire mobile fleet, and an IT department that can finally focus on its core business again.





Case in brief

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Inquiries



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About SAVECALL

SAVECALL is your independent consultant for telecommunications and network solutions. For 25 years, we have been optimizing infrastructures—scalable, efficient, and future-proof.

mySavecall provides a complete overview of contracts, invoices, and tickets—worldwide.

Trusted Sourcing Advisor. Sourcing that inspires.

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