

Mobile Expense Management –

Controlling the invasion of personal use and abuse

Mobile Expense Management (MEM) is focused on the increasingly complex challenges associated with controlling the costs of enterprise mobility. Telecoms expenses have increased both in variability and as a percentage of telecom and IT spend. As a component of telecom lifecycle management, MEM focuses on the cost of mobile devices, mobile voice, mobile data, international roaming, and the applications associated with cell phones and mobile devices. Enterprises seek the productivity gains associated with providing mobility to their workforce, but are experiencing rising costs that are disproportionate to their IT and infrastructure spend.

The March 2009 report by the Aberdeen Group, it showed that Best-in-Class organisations increased their level of mobility spend even as their overall IT budgets decreased because of the productivity gains realised through effective mobility deployments. In an earlier report, Best-in-Class companies were able to lower mobile related expenses by 30% after implementing a solution.

The privacy of individual conversations, either from the perspective of the employee or retaining overall corporate confidentiality, challenges companies to reduce the risk associated with portable and mobile devices. They must balance the direct costs associated with device and data management with the liabilities of potentially losing key corporate data. When companies consider Governance, Risk Management, and Compliance (GRC) issues and the risk of losing business continuity for key processes, mobile expenses are put into the context of holistic business challenges, rather than treated in isolation. By understanding the total cost of ownership and the current functionality that mobile devices provide, personnel responsible for MEM make better decisions regarding the actions and capabilities that need to be developed to save corporate costs.