

CASE STUDY / GOVERNMENT / MOBILITY GOVERNANCE

Financial drift is a governance risk.

How a local government agency brought 350 devices across public works, public safety, administration, and field services under structured oversight, cut administrative workload by 40%, and put wireless spend back inside a predictable budget.

SECTOR

Local government

ESTATE

350+ Verizon devices

DEPARTMENTS

**Public works, safety,
admin, field**

SERVICE

**Solve(X) managed
mobility**

Beyond Device Management. Complete Asset Optimization.

● **SOLVE(X) MANAGED MOBILITY**

The issue was not connectivity.

The environment worked. Devices were active, invoices were processed, workflows ran uninterrupted. Underneath, inventory records failed to reconcile with carrier billing, unused lines stayed active after employee transitions, and roughly \$5,000 a month left quietly through recurring overspend.

Every month, teams reconciled carrier billing reports, device inventories, usage activity, and departmental records against each other by hand. None of the four agreed, and none of them was authoritative.

01 Limited visibility

Rate plans lacked centralized oversight and spend rose month over month with no structured accountability behind it.

02 Cost leakage

Unused lines remained active after staff transitions, billing without an owner or a review point.

03 Disconnected records

Billing oversight depended on manual coordination rather than automated validation, so visibility gaps delayed decisions.

“Before Solve(X), we were managing mobility month to month. We lacked consistent visibility into what was active, what was being used, and where spend was increasing.”

CHIEF INFORMATION OFFICER · LOCAL GOVERNMENT AGENCY

The first step was not cost reduction. It was control.

Carrier, billing, and device management data were consolidated into one environment with real-time visibility into devices, lines, usage, charges, and lifecycle status. Nothing about existing operations was disrupted.

THREE INTEGRATED CAPABILITIES

01

OneSync

Unified carrier, billing, and device records into a governed system of record, improving reporting consistency and operational visibility across departments.

02

AI Optimization

Continuously analyzed billing and usage activity, eliminating zero-usage lines and aligning rate plans with how devices were actually being used.

03

Asset Management

Centralized lifecycle tracking and inventory oversight, improving device accountability across public works, safety, administration, and field services.

Usage activity became measurable. Reporting became consistent. Device and line statuses updated in real time instead of depending on manual coordination across systems. What previously required intervention was structured into the mobility environment itself.

WHY IT MATTERS IN A TAXPAYER-FUNDED ENVIRONMENT

Spend that drifts without structured accountability is not only a cost problem. In public administration it is a governance exposure, and it is the kind of finding that surfaces in an audit rather than a budget review.

Predictable spend, and a lighter month.

\$60K

Annual mobility savings under predictable budget governance

40%

Reduction in administrative workload for IT teams

78

Suspended lines identified and corrected

78 CORRECTED LINES ACROSS A 350-DEVICE ESTATE

78 lines
suspended or
corrected

More than one line in five was billing without a matching active user, in an estate small enough that every device was supposedly accounted for.

Remaining estate, verified against usage

“Now we have clear reporting, stronger operational control, and confidence in how mobility is being managed across the agency.”

CHIEF INFORMATION OFFICER · LOCAL GOVERNMENT AGENCY

Find out what your own data shows.

A structured review of carrier billing, device inventory, and usage across every department, with recurring overspend itemized by cause.

[Request a mobility assessment](#)

ABOUT GOEXCEED

GoExceed helps enterprises govern mobility across carrier spend, devices, support, and lifecycle operations, backed by a 1.4 million device benchmark and a 98% client retention rate.