

CASE STUDY / TRANSPORTATION / MULTI-CARRIER MOBILITY

Every billing cycle raised new questions.

How a national transportation provider pulled 4,800 lines and more than 2,000 truck-based routers out of three separate carrier portals, put them under one operating view, and recovered \$480,000 a year.

SECTOR

**Transportation and
logistics**

ESTATE

**4,800 lines, 2,000+
routers**

CARRIERS

Verizon, AT&T, T-Mobile

SERVICE

**Solve(X) managed
mobility**

Beyond Device Management. Complete Asset Optimization.

● **SOLVE(X) MANAGED MOBILITY**

Three carriers. Three sets of books.

Usage data, billing records, line inventories, and service requests lived in separate carrier portals with separate reporting structures. Router consumption moved constantly with routes, workloads, and coverage, while inactive services and plan drift stayed hidden among thousands of active connections.

01 Cross-carrier complexity

Verizon, AT&T, and T-Mobile administered separately, with billing and usage split across disconnected portals and no centralized oversight of line activity.

02 Uncontrolled data usage

Recurring router overages driven by consumption that shifted with every route, against rate plans that no longer reflected how the fleet actually operated.

03 Manual spend governance

More than \$40,000 a month in recurring overspend tied to unmanaged consumption, inactive services, and carrier-side inefficiency across thousands of connections.

WHAT THE ESTATE ACTUALLY WAS

4,800 lines and devices

Handsets and connected devices

Managed across Verizon, AT&T, and T-Mobile in three separate portals.

2,000+ routers

Truck-based routers

Nearly a third of the estate, with consumption that moved every day with routes, workloads, and coverage. This is where the overages lived.

Consolidated into a single operational framework.

Rather than reading three portals to understand usage and cost, the organization gained one view of mobility operations and the ability to address issues before they turned into recurring spend.

AI Optimization

Analyzed router usage, identified overages, corrected plan misalignment, and reduced recurring overspend.

Smart Asset Management

Exposed inactive lines and unified lifecycle oversight of devices and services.

Order Routing & Approval

Centralized device ordering and approval workflows, improving coordination and processing.

WHERE THE \$40,000 A MONTH WAS GOING

Three causes, all of them invisible from inside any single carrier portal. Recurring router overages driven by consumption that no plan had been sized for. Inactive services still billing among thousands of live connections. And rate plans that had stopped reflecting how the fleet operated some time ago, with nothing in place to catch the drift.

Automated approval workflows removed the manual coordination that had sat between a request and a carrier action, cutting request processing time by 65% and letting device orders and service changes move without waiting on someone to check three portals first.

BUILT TO ABSORB GROWTH

Carrier information, asset data, and operational activity became consistent across the organization, reducing the effort required to support thousands of active connections as the fleet expanded.

Issues caught before they reached the invoice.

\$480K

Annual savings through mobility usage optimization

500

Inactive wireless lines identified and disconnected

65%

Faster order approvals through automated workflows

WHAT CHANGED

BEFORE	AFTER
Three carrier portals, three reporting structures	One view across Verizon, AT&T, and T-Mobile
Router overages discovered on the invoice	Consumption analyzed and plans corrected continuously
500 inactive lines billing among active connections	Inactive services identified and removed
Requests coordinated by hand across carriers	Automated routing and approval, 65% faster

“Before Solve(X), every billing cycle raised new questions. Now we know where our mobility dollars are going and can focus on running the business.”

CHIEF TECHNOLOGY OFFICER · TRANSPORTATION PROVIDER

Find out what your own carrier data shows.

An audit across every carrier you run, with recoverable spend itemized by cause.

Request a mobility assessment