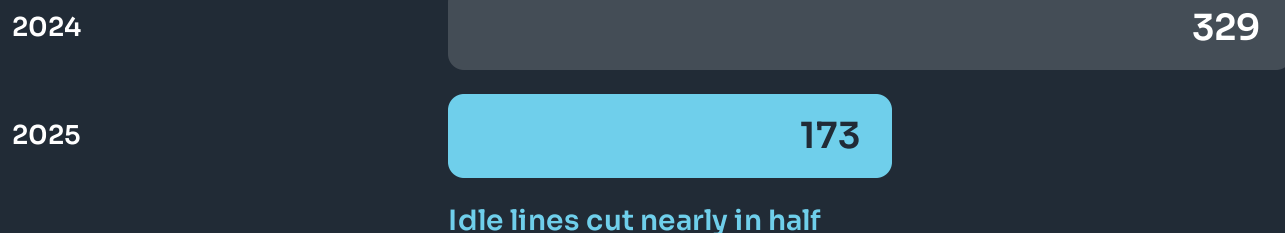


CUSTOMER CASE STUDY · HOSPITALITY · WIRELESS MANAGEMENT

A hospitality company gives finance a clear monthly view of 2,000 wireless lines

How a leading hospitality company uses GoExceed Solve(X) and a dedicated analyst to allocate every charge, catch idle lines, and keep surprises off the bill.

LINES WITHOUT USAGE · MONTHLY AVERAGE



AT A GLANCE

3 ways every charge allocated: GL code, department and VP	Monthly invoice audit with a dedicated analyst	4 kinds of surprise charges caught every month	3 years renewal signed in 2026
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ORGANIZATION

Multi-property
hospitality company

INDUSTRY

Hospitality

ENVIRONMENT

~2,000 Verizon lines

SINCE

Late 2022

THE ENGAGEMENT

ORGANIZATION

Multi-property hospitality company

INDUSTRY

Hospitality

ENVIRONMENT

About 1,700–2,000 Verizon lines, including smartphones, MiFi hotspots and routers; Workspace ONE MDM; Active Directory; ServiceNow

SERVICES

Solve(X) platform with ML plan optimization, invoice audit, usage alerts, cost-center allocation, dedicated analyst, admin support, recycling; Data Integrity (MDM and employee directory sync) added at renewal

ENGAGEMENT START

Late 2022; renewed for three years in 2026

WHAT'S ON THE ACCOUNT



Smartphones for on-site teams



Hotspots for events



Routers for operations

01 THE CHALLENGE

Thousands of lines, constant turnover, and every charge to allocate

The company runs roughly 2,000 Verizon lines: smartphones for its on-site teams, hotspots for events, and routers for operations.

Every charge had to land on the right GL code, department and VP, and constant staff turnover made that harder each month. Termination lists came in by hand, devices didn't always come back, and lines could keep billing for months after someone left. Meanwhile rate plans drifted away from how lines were actually used, and international calls went unchecked

WHAT CLOUDED THE MONTHLY PICTURE



Allocation by hand

Every charge had to land on the right GL code, department and VP.



Lines outlived employees

Lines stayed active after staff left.



Plans didn't match usage

Rate plans drifted away from how lines were actually used.



International calls unchecked

No one was watching charges for calls to other countries.

HOW A DEPARTURE KEPT BILLING

1

Employee leaves

High staff turnover

2

List arrives by hand

Manual termination reports

3

Device not returned

Hardware didn't always come back

4

Line keeps billing

Sometimes for months

A dedicated analyst and a platform that put every charge in its place

- 2.1



Every charge allocated

Charges are allocated by GL code, department and VP, so finance sees exactly where wireless dollars go.
- 2.2



Every invoice reviewed with the client

A dedicated GoExceed analyst walks the client through each Verizon invoice, flagging idle lines, international charges, equipment installments and billing credits.
- 2.3



Plans kept in line with usage

Solve(X) machine learning continuously right-sizes every line's rate plan based on real usage, directly through Verizon's systems.
- 2.4



Lines matched to people

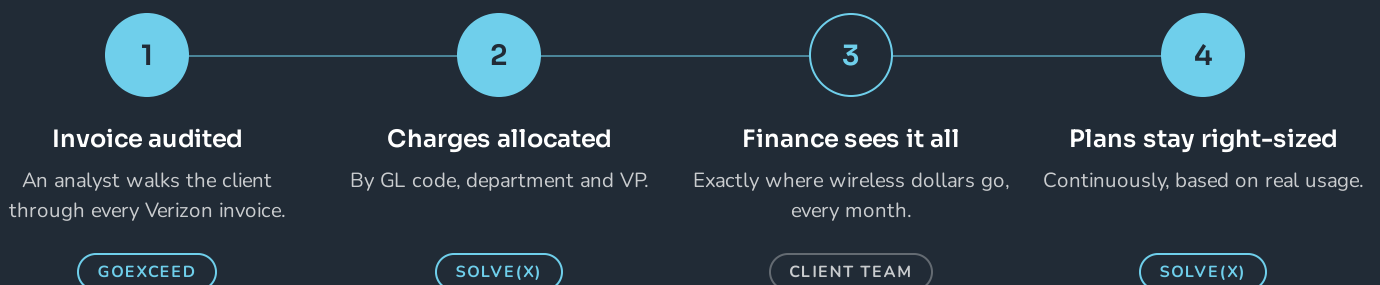
Added at the 2026 renewal, Data Integrity syncs Workspace ONE MDM and the employee directory with Verizon to match lines to active employees.
- 2.5



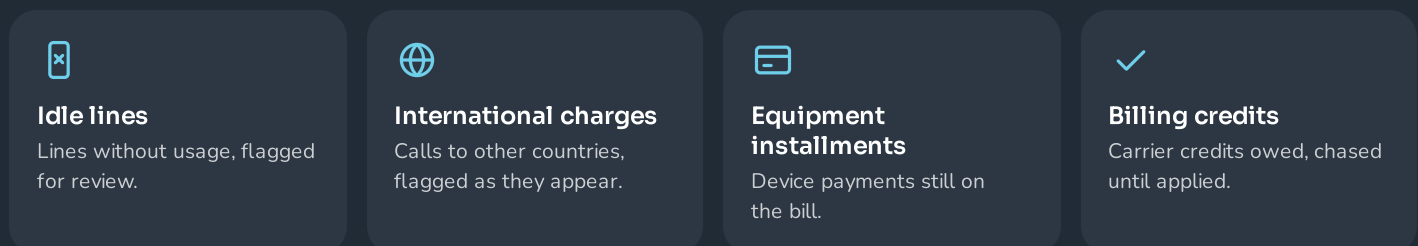
Lifecycle support

Ordering, admin support, and device recycling and remarketing.

THE MONTHLY CYCLE



WHAT THE AUDIT CATCHES



A monthly picture finance can rely on

WHERE EVERY DOLLAR LANDS

3-way allocation

GL code

Department

VP

Charges are allocated by GL code, department and VP, so finance sees exactly where wireless dollars go.

CAUGHT EVERY MONTH

No surprises

International calling

Equipment installments

Missing carrier credits

Idle lines

Caught and chased in the monthly audit.

IDLE LINES · MONTHLY AVERAGE

329 → 173

2024

329

2025

173

Idle lines cut nearly in half, each one flagged for the client to review.

AND THE SAVINGS · 2024 TO OCT 2025

\$780K+

Saved across 2024 and January to October 2025, mostly from rate-plan optimization.



Better intelligence. A refreshed analytics dashboard shows more than a year of history, filterable by month and quarter.

	BEFORE	NOW
Cost allocation	Every charge allocated to GL, department and VP	Allocated for them, so finance sees every dollar
Rate plans	Didn't match how lines were used	Right-sized continuously to real usage
Idle lines	Could keep billing for months	Flagged every month for review
International calls	Went unchecked	Flagged in the monthly audit

“This one’s a no brainer. It really is.”

IT OPERATIONS MANAGER Hospitality company, on renewing with GoExceed

How the partnership has grown

2022

● A 2,000-line fleet comes on board

The company signed a three-year Solve(X) agreement covering its Verizon fleet, with a dedicated analyst, invoice audit, machine-learning plan optimization and cost allocation by GL code, department and VP.

2024

● Spend down as usage climbed

By December 2024, domestic spend was down more than 28% even though data usage was up over 40%.

JAN 2025

○ Every idle line accounted for

The monthly audit flagged 329 lines without usage, costing about \$3,600 a month, for the client to review.

AUG 2025

○ Better intelligence

GoExceed monitored international calling by employees, flagging charges for calls to the Dominican Republic and the Bahamas, and rolled out a refreshed analytics dashboard with more than a year of history filterable by month and quarter. Lines without usage averaged 173 in 2025, down from 329 in 2024.

DEC 2025

● A three-year renewal

Rate-plan optimization brought the average Verizon cost per line to about \$26, and the company agreed to a new three-year term.

FEB 2026

○ Data integrity at no added cost

The renewal, signed in February 2026, added GoExceed's Data Integrity service at no additional investment. It syncs Workspace ONE and the employee directory with Verizon so every line is matched to an active employee.

AUG 2026

○ Faster suspensions

The new directory integration began flagging users no longer found in the directory, so the client can suspend departed employees' lines faster instead of relying on manual term reports.

EVERY MONTH

A dedicated GoExceed analyst meets with the client's IT team to walk through:

- ✓ The invoice
- ✓ Savings
- ✓ Idle lines
- ✓ Next steps

“[Our GoExceed analyst] has been a true dream for us... she delivered on everything... she has made this partnership truly just an amazing experience.”

IT Operations Manager, hospitality company, December 2025

Toward wireless management that runs almost on its own



Every line matched

Finishing the match between the employee directory and Verizon lines.



Ordering in Solve(X)

Moving device ordering into the Solve(X) platform.



ServiceNow sync

Evaluating GoExceed's certified ServiceNow app so help desk tickets and order updates sync automatically.

“ We have literally loved this service from the start.

IT OPERATIONS MANAGER

Hospitality company

GOEXCEED 25TH
ANNIVERSARY

ABOUT GOEXCEED

For 25 years, GoExceed has helped organizations turn enterprise mobility from an unmanaged cost center into an optimized business asset. Its Solve(X) platform combines AI-driven optimization, invoice audit, data integrity automation, and U.S.-based support, with no carrier changes or system replacements required.

goexceed.com

BY THE NUMBERS

25

years of enterprise mobility experience

1.4M+

devices managed on the Solve(X) network

98%

client retention across GoExceed

See where every wireless dollar goes.

A no-risk review of your wireless account, with allocation gaps, idle lines and unexpected charges itemized.

[Book a wireless review](#)

Or email info@goexceed.com