OVATION

The Hidden Hours of Managing Wireless Mobility In-House

Where Your IT Team's Time Really Goes

Most organizations significantly underestimate the internal labor required to manage their wireless environment. Industry research shows that management and administration accounts for up to 67% of the total cost of ownership for a managed mobile device, far exceeding the cost of the hardware itself. When you add up every activation, every upgrade request, every billing question, and every support ticket, the hours your IT team spends on routine wireless tasks can be staggering.

The Tasks That Add Up

Task Category	What's Involved
Expense Management & Optimization	Monthly plan audits, usage-to-plan reviews, rate plan changes, feature adjustments, billing reconciliation, overage prevention, savings tracking
Ordering & Procurement	New activations, device upgrades, replacements, bulk orders, carrier coordination, manager approval workflows, purchase order processing
Staging & Kitting	Device configuration, MDM/UEM enrollment, application installation, accessory bundling, custom packaging and documentation, asset tagging
Device Logistics	Shipping coordination and tracking, inventory management, forward and reverse logistics, warehouse operations, stock management
End-User Support	Help desk tickets, troubleshooting, connectivity issues, carrier escalations, device swaps, password and access issues, user training
Carrier Account Administration	Account changes, plan migrations, feature adds and removals, contract management, vendor coordination, international service requests
Reporting & Compliance	Usage reports, cost center allocation, policy enforcement, executive-level reporting, audit preparation, compliance monitoring
Device Retirement & Reclamation	Collection of departing employee devices, secure data wiping, recycling coordination, inventory adjustments, trade-in processing

Estimated Monthly Hours by Fleet Size

The following estimates are based on industry benchmarks and OVATION's experience managing enterprise mobility programs across hundreds of organizations. Actual hours vary by organizational complexity, number of carrier accounts, and internal processes.

Task Category	500 Lines	1,000 Lines	2,000 Lines	5,000 Lines
Expense Management & Optimization	8	14	24	55
Ordering & Procurement	10	16	28	64
Staging & Kitting	5	8	16	36
Device Logistics	5	8	14	32
End-User Support	10	16	28	64
Carrier Account Administration	4	6	10	24
Reporting & Compliance	5	7	12	27
Device Retirement & Reclamation	3	5	8	18
TOTAL ESTIMATED HOURS / MONTH	**50**	**80**	**140**	**320**

The Soft Cost Impact

Using a fully loaded internal hourly rate of $50/hour (a conservative industry benchmark for IT staff), the annual soft cost of managing wireless mobility in-house is significant:

	500 Lines	1,000 Lines	2,000 Lines	5,000 Lines
Estimated Monthly Hours	50	80	140	320
Monthly Soft Cost	$2,500	$4,000	$7,000	$16,000
Annual Soft Cost	**$30,000**	**$48,000**	**$84,000**	**$192,000**

Important: These soft costs do not include hard-dollar savings opportunities typically uncovered during an audit; including billing errors and discrepancies (5–12% of spend), inactive or orphaned lines (3–8% of spend), and rate plan and feature optimization gaps (5–15% of spend). Combined, these represent an additional 20–35% in potential wireless cost reduction.

How OVATION Can Help

OVATION Wireless Management absorbs these day-to-day mobility tasks as a fully managed service, working alongside your existing carrier team, not replacing them. From expense optimization and procurement to staging, logistics, 24/7 support, and executive reporting, we give your IT team back the hours they need to focus on strategic, higher-value work.

With 20+ years of experience, 1M+ devices managed, and support across 200+ carriers in 70+ countries, OVATION delivers enterprise-grade mobility management tailored to your environment.