

How Is Managed Mobility Services (MMS) Different From Enterprise Mobility Management (EMM)?

The Telecom Expense Management industry tosses around acronyms like candy. Truncated references are useful in certain situations, but they also can create confusion. This blog clarifies the differences among three common abbreviated terms – WEM, EMM, and MMS – that crop up when administering mobile environments.

From Basic To Advanced



Wireless Expense Management (WEM)

Overseeing a wireless program starts with expense management – hence, Wireless Expense Management (WEM). Like its older sibling TEM, or Telecom Expense Management, WEM focuses on streamlining and correcting costs, albeit for mobile, rather than landline, services. The most effective WEM initiatives tend to be administered through vendors, although some organizations use software and processes they have created.

WEM is important. It serves as the foundation of any fruitful mobility management initiative. An organization must have an accurate view of its mobility spending so it can know when something is amiss, and subsequently correct or improve matters. Much of this happens thanks to optimization.

Optimization, a key component of WEM, looks for opportunities to add or remove plan features to best meet users' needs and consumption patterns. When optimization occurs on a regular basis, an enterprise's mobility program provides financial and efficiency benefits.

In addition, a diligent WEM program that relies on both software and people reviews invoices against contracted rates. Disparities then can be checked and an organization can recover money it likely should not have had to pay in the first place.

To reiterate, WEM provides important checks and balances. Organizations can implement only WEM but they can gain more advantages when focusing beyond this small piece of a bigger puzzle.





Enterprise Mobility Management (EMM)

“EMM” stands for Enterprise Mobility Management. This broad term encompasses a range of activities, and WEM counts as one of those functions.

EMM is more than software. A popular, and misleading, definition of EMM contends the practice solely consists of using specially developed platforms. However, true EMM combines technology with people and processes. Rarely is software on its own enough to track, change, report upon and decommission all that goes into an organization’s mobility strategy. Holistic EMM incorporates all aspects of mobility and manages them through software, human expertise and proven operations.

In many instances, organizations perform their own EMM functions in-house, relying on internal mobility management professionals to deliver EMM to end-user customers. Businesses that do not have such experts, though, or that want to steer their high-value full-time staff toward revenue-generating projects, can lean on outsourcers that provide [fully managed mobility services](#). These firms act as supplements to their clients, not as replacements.



Managed Mobility Services (MMS)

When provisioned by an outside specialist, EMM becomes MMS. The two practices are the same, differentiated only by who is handling them. Again, MMS also includes WEM, as MMS by its nature is comprehensive. Therefore, [MMS should account for all facets of wireless services](#), including:

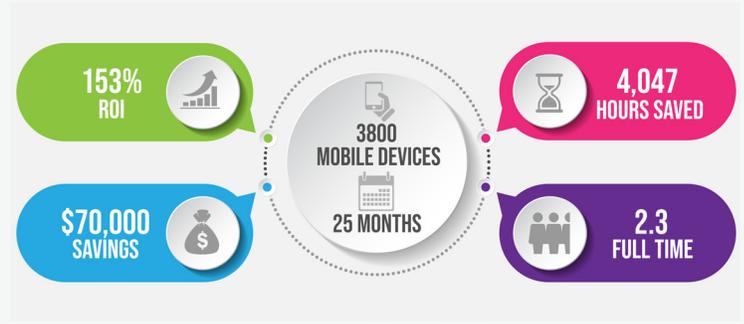
- Procurement
- Contract negotiation
- Auditing
- Optimization
- Inventory
- Invoice reconciliation
- Expense management
- Mobile device management
- Mobile application management
- Mobile content management
- Identity management
- Security
- Moves/adds/changes/disconnects
- Reporting and alerts
- Help desk
- Decommissioning



MMS And Real-Life Examples Of ROI

While drawn to the idea of having someone else take care of their mobility needs, enterprises often fear the anticipated cost. They assume outsourcing their MMS functions will prove more expensive than trying to do it themselves. Rarely does that turn out to be the case.

Take, for example, the outcomes from a firm with about 3,800 mobile devices. One Source provided its MMS with WEM+ services; these comprised an up-front audit, then ongoing management and optimization. Over 25 months, the client reaped 153 percent of aggregate ROI after One Source fees. Those are just the hard-dollar savings, which in some months reached almost \$70,000. The benefits of MMS extend to soft-dollar savings as well. This customer in particular saved 4,047 hours for which it would have needed 2.3 full-time equivalents to manage orders, validations, optimizations, troubleshooting, and bill disputes.



The Importance Of MMS

Mobility has grown so complicated that, most of the time, WEM by itself is insufficient for managing all that wireless entails. Mobility requires much more than expense management and bill payment to bring about strategic results. EMM works for some enterprises, especially large ones with resources. But MMS offers an even more desirable way to achieve business outcomes by taking pressure off overworked staff and providing a path to return on investment that organizations will have greater difficulty attaining on their own.

RESOURCES

What is Managed Mobility Services (MMS)?

Managed Mobility Services (MMS) is a comprehensive solution that manages all aspects of an organization's mobile devices, from procurement to disposal. It includes services such as device management, security, and support, ensuring that your mobile workforce is productive and secure.

Why Outsource Managed Mobility Services?

Outsourcing MMS allows you to focus on your core business while leaving the complexities of mobile device management to the experts. It offers cost savings, improved security, and better support for your mobile users.

[WHAT IS MANAGED MOBILITY SERVICES \(MMS\)?](#)

What is Wireless Expense Management (WEM)?

Wireless Expense Management (WEM) is a service that helps organizations control and optimize their mobile phone expenses. It includes services like bill management, usage monitoring, and cost control, ensuring you get the most out of your mobile budget.

What is WEM?

WEM is a comprehensive solution that manages all aspects of an organization's mobile phone expenses, from procurement to disposal. It includes services such as device management, security, and support, ensuring that your mobile workforce is productive and secure.

Are You Unleashed a Member?

Are you looking for a way to manage your mobile phone expenses? Our WEM service is the perfect solution for you. It offers a range of services that can help you save money and improve your mobile phone usage.

[WHAT IS WIRELESS EXPENSE MANAGEMENT \(WEM\)?](#)

How are WEM and MMS Different from TEM?

While TEM (Total Expense Management) focuses on managing all business expenses, WEM (Wireless Expense Management) and MMS (Managed Mobility Services) focus specifically on mobile devices. WEM manages the costs of mobile devices, while MMS manages the devices themselves, including security and support.

What WEM Does That TEM Does Not

- Device management
- Security
- Support
- Usage monitoring
- Cost control

Why is WEM Important?

WEM is important because it helps organizations control their mobile phone expenses, improve security, and ensure that their mobile workforce is productive and supported.

[HOW ARE WEM AND MMS DIFFERENT FROM TEM?](#)

How are WEM and MMS Different from MDM?

MDM (Mobile Device Management) focuses on managing the devices themselves, while WEM (Wireless Expense Management) and MMS (Managed Mobility Services) focus on managing the costs and security of mobile devices. WEM manages the costs of mobile devices, while MMS manages the devices themselves, including security and support.

What WEM Does That MDM Does Not

- Device management
- Security
- Support
- Usage monitoring
- Cost control

Why is WEM Important?

WEM is important because it helps organizations control their mobile phone expenses, improve security, and ensure that their mobile workforce is productive and supported.

[HOW ARE WEM AND MMS DIFFERENT FROM MDM?](#)

How do I use MMS to keep up with all my organization's devices?

Managed Mobility Services (MMS) is a comprehensive solution that manages all aspects of an organization's mobile devices, from procurement to disposal. It includes services such as device management, security, and support, ensuring that your mobile workforce is productive and secure.

Important WEM Activities Not to Overlook

- Device management
- Security
- Support
- Usage monitoring
- Cost control

Do I Have to Do All the Work?

Outsourcing MMS allows you to focus on your core business while leaving the complexities of mobile device management to the experts. It offers cost savings, improved security, and better support for your mobile users.

[HOW DO I USE MMS TO KEEP UP WITH ALL MY ORGANIZATION'S DEVICES?](#)

