

## Overview:

The 1Nebula - Sasol case study showcases the successful implementation of OneView®, a system that enhances, tracks and manages mobile voice and data expenses. This led to significant cost savings, operational efficiency, and improved user experience for the business.

 sasol[1nebula.com](https://1nebula.com) 

## WHAT WE SET OUT TO ACHIEVE:

- 01** A more integrated and easy to use system to fully control mobile voice and data usage and expenses.
- 02** Enable end-user self-service and reduce ticket resolution times.
- 03** Update & align the Mobile Policy and drive effective enforcement.
- 04** Drive cost savings and reduce wastage as well as tracking of ROI and business case.
- 05** Provide accurate and real-time visibility to users and managers.
- 06** Streamline operations including asset management, user queries, invoicing and reconciliations, service provisioning and IMACDs.

## KEY BENEFITS OF ONEVIEW® ACCORDING TO SASOL:

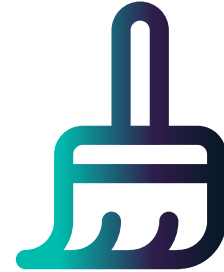
- Much improved end-user experience and reduction of tickets and escalations.
- Great visibility for cost and usage with live dashboards as well as reports.
- Significant reduction in cost, as well as audit and credit realisations of historical incorrect billing.
- Expert guidance on and experience in mobile expense management and approach.

# ACHIEVEMENT HIGHLIGHTS:

Facilitated the migrations and upgrades of **11 000+** voice and data contracts

**11%**

Credits realised valued at 11% of annual total spend



Clean-up of dormant and redundant SIMs

Improved relationships between *service providers* and *Sasol personnel* (users, managers, etc.)

**25%**

reduction in overall direct cost

**15%**

reduction in voice line subscriptions

**73%**

reduction in mobile data costs

**80%** ↓

reduction in international roaming costs

**99.5%** ↓

reduction in out-of-policy/ unauthorised usage

**87%** ↑

improvement in query resolution times

# ONEVIEW® LAUNCH TO END-USERS AND MANAGERS

01

Roadshows held throughout South Africa

02

Online training and webinars

03

Great feedback - NPS of 86

## FOR MORE INFORMATION

To find out more about OneView® please send an email to [contactus@1nebula.com](mailto:contactus@1nebula.com) with "OneView®" in the subject line, and a 1Nebula staff member will contact you. You can also visit any of these platforms for more information and latest company news.



[www.1nebula.com](http://www.1nebula.com)



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