Gartner Magic Quadrant for Managed Mobility Services, Global

Overview

MetTel appears in Gartner's 2020 Magic Quadrant for Managed Mobility Services (MMS), Global as a leading MMS provider in North America. The report states:

"MetTel is a total communications service provider based in New York, NY and delivers a complete set of MMS services, with a primary focus on North America. MetTel manages a significant volume of predominantly COTS (Commercial-off-the-shelf) devices across virtually any vertical."

MetTel represents the only US-based carrier to qualify for the report.

MARKET DEFINITION/DESCRIPTION

MMS provide vendor-comprised IT and business process services required to plan, provide, procure, activate, manage, secure and support mobile devices, mobile network services, related mobile management systems and mobile applications.

Gartner's coverage of MMSs focus on a provider's assumption of day-to-day IT management administration and support routines for mobile devices. MMSs also include business process services (such as expense management, asset management and logistics, including forward and return logistics and recycling, ordering and provisioning) as well as help desk services. Enterprises seek proficient skills and expertise related to MMS to ensure that their mobile devices are operationally effective and managed at a competitive price.

Despite progress made by many providers (such as single source provider MetTel), enterprise clients remain concerned that the delivery of MMS services by providers often fails to meet enterprise requirements and outcomes because of inconsistent capabilities both regionally and globally. Consequently, enterprises' requirements may necessitate the sourcing and vendor management of multiple providers.

For 2020, Gartner maintains five categories for core MMS deliverables:

- **Sourcing and Logistics Management** – purchasing, provisioning and activating network services, applications and devices in addition to expense management or UEM.

- **Managed UEM** – covers mobile device management, mobile application management, mobile identity, mobile content management and containment (separating corporate from personal data).

- **Security Management** – to secure access and consumption of corporate resources and content through authentication, encryption, containerization and cloud-based enterprise file synchronization and sharing.

- **Financial Management** – expense management including sourcing, ordering and provisioning management, inventory, invoice, and contract management, usage and dispute management and reporting.

- **Program Management** (including professional services) – the capability to manage all other capabilities cohesively and effectively, including governance across third party providers such as UEM, device OEMs and logistics, account management, support and SLAs.

All providers in this Magic Quadrant offer all of these service segments in full.

About MetTel's Managed Mobility Services

MetTel's mobile expertise provides forward-thinking control over all of your company's devices. We provide all staging, kitting and procurement plus total mobile device management and better, wider coverage—all at a lower cost. Plus, with MetTel's communication management platform, you get real-time reporting with variance forecasts and alerts, controlling costs before overages are incurred. MetTel provides centralized billing and invoicing for all your devices across locations and carrier networks.

MetTel's Deploy Process

MetTel's robotic process automation (RPA) includes sourcing and logistics, managed UEM, security, financial and program management to provision devices over the air in under two minutes.

STEP 1

Order
Customer places order in the MetTel Portal or it auto orders according to business rules.

STEP 2

Provision
MetTel runs the 2-minute drill.

STEP 3

Delivered
Shiny new device is delivered to a happy employee.

MetTel's Protect Program

Fully-managed protection and replacement program.

STEP 4

Oops!
Employee breaks the device.

STEP 5

Delivered
MetTel sends out an overnighted replacement device fully configured.

STEP 6

Ready
Employee is up and running with a secured device next day.

For more info, contact your MetTel agent or visit mettel.net.

MetTel®