

IT Solutions News

AN IMPORTANT BULLETIN FOR INFORMATION TECHNOLOGY SOLUTIONS EMPLOYEES

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Summary

Mobile Technology Services, an organization within Information Technology Solutions, wants you to make connections. The Mobile Technology Services team offers a menu designed to keep Northrop Grumman employees connected at reasonable rates. Connection devices include BlackBerries, cell phones, pagers, long distance calling cards, wireless PC capabilities and the company's new audio conferencing service.

From Wireless to BlackBerries, Mobile Technology Services Offers a Variety of Connections

Keeping Northrop Grumman employees linked and synced seems like a Herculean task for the employees of Mobile Technology Services, an organization within Information Technology Solutions (formerly known as Internal Information Services). Connecting employees, though, is what drives Mobile Technology Services.

Mobile Technology Services manages an array of connection devices in the form of BlackBerries, cell phones, pagers, long distance calling cards, and wireless PC cards. In addition, they administrate Northrop Grumman Conferencing, the company's new audio conferencing service. But, especially, their signature is in delivering prompt personalized customer service while resolving issues that inevitably arise when managing the 43,000 devices in their domain.

And Mobile Technology Services keeps customers informed, too, by providing a slew of information on their Web site. From there, customers can find order forms and also compare products, access interactive demos, and locate pricing and Mobile Technology Services contact information. The Mobile Technology Services team regularly updates product and pricing lists, so customers can stay abreast of the latest technologies and their costs.

To ensure that employees stay connected at reasonable rates, the Mobile Technology Services team maintains relationships with Northrop Grumman suppliers. These relationships enable customers to participate in promotional offers that translate into device upgrades or replacements. For instance, Mobile Technology Services recently took advantage of a special offer from a supplier that resulted in 1,000 cell phones being replaced. Mobile Technology Services also partners with other groups to coordinate the introduction of new suppliers, tools and technologies.

Customers may, at any time, request reports that show information about what assets are assigned to them, their business unit or sector. Mobile Technology Services generates these reports from a centralized database that allows Mobile Technology Services to update its records and track employee mobility. Because of their focus on cost savings, Mobile Technology Services regularly runs a variety of account audits, searching for anomalies. In 2005, the team's investigation resulted in account cancellations that saved Northrop Grumman \$465,000.

Still, according to Sharon Peters, Mobile Technology Services manager, the most important value that Mobile Technology Services has is its focus on providing superior customer service. "Our core mission is customer service, and we believe our Northrop Grumman employees deserve the very best."

To find out more about Mobile Technology Services products and services, visit their [Web site](#).