



SERVIAM
Telecom and IT Vendor Management

Residential Services Case Study

How did this Residential Services Company reduce their annual telecom vendor commitment by \$840,000?

They came to solve a **problem.**

They stayed for the **partnership.**

This Residential Services Company came to us to resolve a critical issue in their primary telecom vendor relationship. What they found was a long-term partnership for managing all of their telecom and IT vendors and holding them accountable to their promises. For the last decade, we've guided them through the risks of business telecom, and they've had a trusted partner for:



**Expense
Reductions**



**Contract
Negotiations**



**Technical
Upgrades**



With a partner for Telecom and IT Vendor Management, this Residential Services Company has...

- Reduced their annual commitment with their vendor by \$840,000
- Cut their actual spending in half
- Gained contractual flexibility and improved their technical capabilities

Here's how the partnership began.

The Company

This **Residential Services Company** provides insurance-related services to homeowners. As a result, the bulk of their business is dependent upon their call centers and their ability to communicate with customers.

For 10 years, Serviam has been a consistent partner in reducing expenses, negotiating more favorable contracts, and improving their technical infrastructure.



The Problem

At the beginning of our relationship with this company, they were burdened by the weight of an overbuilt telecom and IT infrastructure.

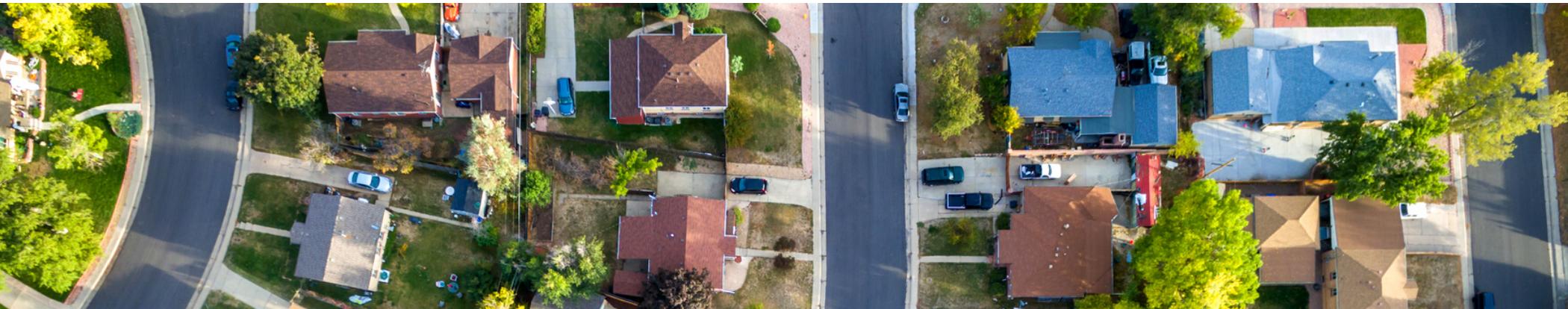
In their contract with their primary telecom vendor, they were locked into a monthly commitment that was \$13,000 higher than their actual spend, and they were facing a \$500,000 cumulative shortfall.



The Solution

Serviam conducted an exhaustive assessment of the company's billing history, contracts, and infrastructure. The insight gained from that process was used to solve two critical issues.

First, we right-sized their network and made sure unused circuits were disconnected. Then, we negotiated LD rate reductions, a \$30,000 reduction in their overall monthly commitment, and forgiveness of the \$500,000 shortfall.



Expense Reductions and Contract Negotiations

Over the last 10 years, Serviam has provided ongoing lifecycle management of this company's telecom and IT vendor relationships. With this vendor in the example below, our team stepped in multiple times to resolve contractual issues and reduce expenses.

During this time, their vendor representative was reassigned four times. Serviam made sure they had one, consistent advocate for every key transition, a partner who understood their history with the vendor and their potential for leveraging better rates and terms.

	Monthly Commit	Actual Spend	How This Happened	Rotating Reps
Oct 2011	\$85,000	\$72,000	Serviam is introduced to the company to help resolve its oversized monthly commitment and \$500,000 cumulative shortfall with its key telecom vendor.	Vendor Rep #1
May 2012	\$55,000	\$60,000	Negotiations result in a right-sized network, reduced LD rates, reduced monthly commitment, and forgiveness of the \$500K shortfall.	Vendor Rep #2
Feb 2013	\$40,000	\$53,000	Re-rated their MPLS circuits and added a provision which allows them to renegotiate hosting services after 12 months.	
Nov 2014	\$25,000	\$43,000	Reduced their data center spend by \$10,000 (a 50% reduction).	Vendor Rep #3
Sep 2017	\$20,000	\$31,000	Contract renewal negotiations continued to reduce their monthly commit and actual spend.	
Jan 2019	-----	-----	<i>During this interim, another vendor representative came and went.</i>	Vendor Rep #4
Jan 2021	\$15,000	\$36,000	Contract renewal reduced LD rates by 8% and gained a \$30K credit for a major outage. Actual Spend was up due to the COVID-related costs of remote work.	Vendor Rep #5

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Years

840K

Reduction to the Annual Commit (\$70K/monthly)

50%

Reduction in Actual Spending (\$36K/monthly)

One Strategic Partnership

For Managing Telecom and IT Vendor Relationships

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Rotating Vendor Reps



A Partner for Technological Advancement

The other critical element of our service involves operational support. We help our partners build roadmaps for upgrading their telecom and IT environments so they can maintain a competitive edge in the marketplace.

Our team negotiated improvements to this **Residential Service Company's** voice, cloud, and data solutions. Then, we provided project management support for implementing the changes.

	Project	Highlights
2014	Data Center Migration	Obtained competitive quotes and negotiated a 50% reduction in spend. Then, project-managed the migration of servers to a new cage.
2015	Migration to SIP	Migrated LD traffic from LD T-1's to SIP trunks providing both cost savings and increased scalability.
2015	Network Enhancement	Project-managed changes to their network that would support the company's move to a new BPO.
2016	Network Redundancy	Planned and managed the build of physical and logical redundancy for their critical HQ and data center circuits.
2017	Moving to a New HQ	Managed the move of MPLS circuits and SIP trunks to their new HQ location with minimal disruption of services. Also obtained a new carrier-diverse backup circuit for the new location.
2018	Selection of New MSP	Managed the evaluation process for selecting a new MSP. Screened multiple providers, set up demos, and negotiated the new contract.
2019	Selection of CCaaS Provider	Managed the evaluation process for selecting the new CCaaS. Screened multiple providers, set up demos, and negotiated the new contract.

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Mission-Critical Projects

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Call to Make to Get Them Done

Countless

Hours Saved by Their Internal Team

Minimal

Disruption to Their Team's Daily Priorities



Lifecycle Management

is the process we use to manage telecom and IT vendor relationships for our clients. In our partnership with this **Residential Services Company**, there has been a constant cycle of guidance and support which has helped them save more money, gain more flexibility in their contracts, and strengthen their IT environment.

Business Imperatives

- Establish organizational goals and overall business objectives.
- Evaluate the current environment.
- Identify gaps and desired outcomes.

Solution Development

- Develop and evaluate solution alternatives that meet the objectives.
- Compare solutions on an “apples-to-apples” Total Cost of Ownership (TCO) basis.
- Represent all carrier and service provider options from a vendor-neutral perspective.

Deal Negotiation

- Manage a competitive bidding process and obtain the best possible pricing.
- Ensure the contract includes industry-leading SLAs and conditions.
- Identify potential “hidden” or “soft” costs which can dramatically impact your TCO.

Solution Deployment

- Provide project management support.
- Address challenges through effective collaboration with the vendor.
- Ensure installed solution meets all technical, performance, and economic objectives.

Ongoing Support

- Escalate trouble issues as necessary.
- Provide MACD support and manage contractual adjustments as needed.
- Provide quarterly business reviews to validate solution performance and viability.
- (Extra Services) Provide monthly invoice reconciliation, submit billing disputes, and consolidate financial reporting to ensure complete visibility into budget impacts.

Conquer your vendor challenges through a partnership with **Serviam**.

Too many businesses feel abandoned by their vendors and find themselves being overcharged and underserved. We believe it doesn't have to be so hard to find expert guidance and reliable service for telecom and IT.

- **Serviam's clients reduce their telecom and IT expenses by an average of 30%.**
- **We provide vendor management services for multiple Fortune 1000 companies as well as 3 of the 10 largest privately-owned firms in the country.**

As we work to earn your trust, we promise you this. We will always provide vendor-neutral guidance that serves your best interests.

Request a consultation so you can avoid losing time and money wrestling with telecom and IT vendors and instead have one phone call to make to find better rates, make better deals, and get the service you deserve.

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“They can very quickly get to the footprint, order, and magnitude of what you’re dealing with. I was saving money and had a better partner in place.”

- Director of IT, Residential Services Company