



SERVIAM
Technology Vendor Management



Transportation Services Case Study

How did this Transportation Services Company reduce its annual technology vendor commitment by \$1.3 million?

They came to solve a *problem*.

They stayed for the *partnership*.

This Transportation Services Company partnered with us to resolve a few critical issues in their technology landscape. What they gained was a long-term partnership for managing all of their technology vendors as well as solutions to promote the success of their business. For the last 5 years, we've guided them through technology solution sets and vendor relations, and they've had a trusted partner for:



**Expense
Reductions**



**Contract
Negotiations**



**Technical
Upgrades**

*With a partner for Technology Vendor Management,
this Transportation Services Company has...*

Reduced their annual
commitment with
their vendors by
\$1.3 million annually

Increased bandwidth
connection by
4X at 170+ sites

Renegotiated contract terms
and agreements for
**greater flexibility and
visibility**

History of Partnership

The Company

This Transportation Services Company provides trucking services across the nation. As a result, the bulk of their business is dependent upon their network speed, and their ability to efficiently and effectively communicate between trucks and sites across the US.

For 5 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 and very little organization of all of their services.

They had limited visibility into the services, contract agreements, and spending levels at their company's 400+ locations, leading to a high-cost structure and limited contractual flexibility. They came to Serviam needing service consolidation and a cost analysis to simplify their infrastructure.



The Solution

Serviam conducted an extensive assessment of the company's billing history, contracts, and infrastructure. The insight gained from that process was used to solve some critical issues they were having within their IT infrastructure.

First, we consolidated all of their carriers and services, then we right-sized their network and made sure unused circuits were disconnected. Then, we negotiated LD rates to market rates, aggregated POTS lines, renegotiated PRIs, and upgraded bandwidth at over 170+ sites, resulting in a \$1.3 million annual savings.



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A Partner for Technological Advancement

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

Our team negotiated improvements to this Transportation Service Company's network, conferencing, VoIP, and data solutions, followed by project management support for implementing the changes.

SOLUTIONS

- ▶ **Long Distance**
 - Move long-distance traffic to market rates for better/competitive pricing
 - Eliminate or renegotiated access costs
- ▶ **Local/VoIP**
 - Move POTS lines into aggregation agreement/disconnect unused lines
 - Renegotiate PRIs
- ▶ **Conferencing**
 - Migrate conferencing to different vendor
- ▶ **MPLS**
 - Update 170+ sites to 10M ethernet - 41% of network refreshed

RESULTS

30%

Monthly Savings

By upgrading LD traffic to 10M ethernet and consolidating under one vendor, pricing was more competitive resulting in 30% annual savings in LD services alone.

4X

Bandwidth Connection

4X the bandwidth connection at 170+ sites, resulting in lower latency, higher connectivity, and future-proofing bandwidth performance for the years to come.

\$1.3 Million

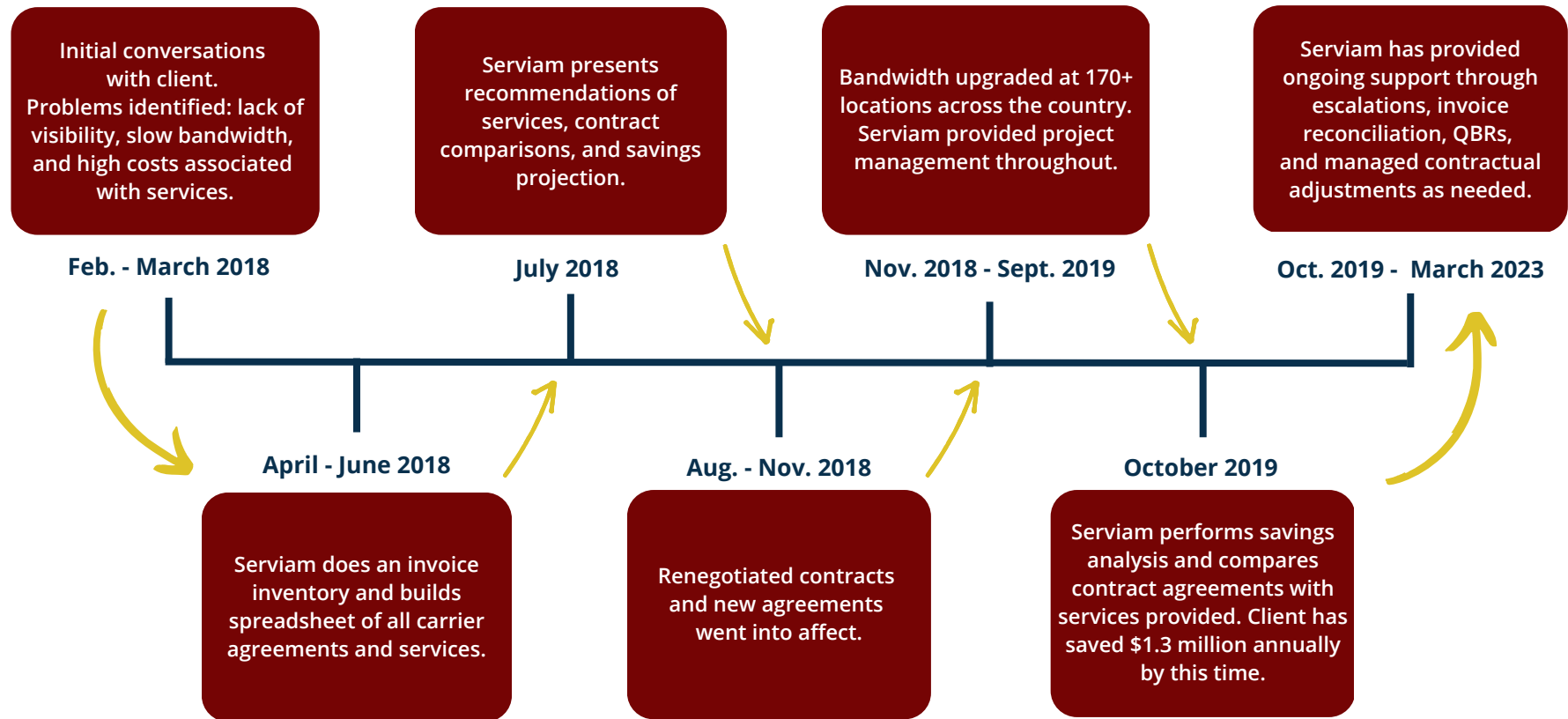
Annual Savings

\$1.3 million annual savings achieved through traffic consolidation, negotiating market rates with current vendors, disconnecting services not in use.

Guidance at every step.

Over the last 5 years, Serviam has provided ongoing lifecycle management for this company's technology solutions and vendor relationships. 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.

The timeline below shows where our team stepped in to guide the client through the implementation of solutions, resolve contractual issues and reduce expenses.



\$1.3 M

Saved Annually
(\$132K/monthly)

46%

Reduction in
Monthly Spend

5

Years of
Partnership

1

Trusted Partner for
Vendor Management

Lifecycle Management

is the process we use to manage telecom and IT vendor relationships for our clients. In our partnership with this Transportation 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 technology challenges through a partnership with **Serviam**.

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 technology vendors and instead have one phone call to make to find better rates, make better deals, and get the service you deserve.

Visit serviamco.com for more information and to request a consultation.



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"Serviam is a partner that provides impeccable service and support. I've worked with them on a number of high-profile projects over the past five years. They quickly understand timelines, financials, and other factors to get the job done."

*– Technical Support Analyst,
Transportation Services Company*