

Telecom Expense Management & Infrastructure Optimization

National Retail Chain Achieves \$848K+ in Annual Savings Through Strategic Telecom Optimization



Overview

At a Glance:

Recurring Annual Savings Identified:	\$39,000
Above-Market Rate Services:	\$305,000 annually
Duplicate Services Eliminated:	\$504,000 annually
One-Time Credits Recovered:	\$70,771
Project Delivery	On-time despite competing initiatives

Customer Profile

Customer
National retail convenience store chain

Headquarters
Multi-state operations

Industry
Retail

Locations
900+

Description
Large regional retailer with stores and distribution points across multiple states

Challenge

The retail organization faced significant resource constraints while managing a comprehensive transformation from legacy broadband services to modern Direct Internet Access (DIA) infrastructure. Internal teams were stretched across multiple concurrent initiatives, including a major enterprise systems upgrade, creating risk of project delays and implementation errors.

Additionally, the organization lacked comprehensive visibility into service utilization, contract terms, and billing accuracy. Services were provisioned without clear justification, duplicate services existed in the network, and outdated contracts locked the organization into above-market pricing.

Key challenges included

- Resource availability limitations due to competing high-priority projects
- Lack of visibility into current telecom services and spending
- Over-market pricing on existing contracts
- Duplicate services not previously identified or disconnected
- Billing errors and incorrectly assessed early termination fees
- Migration complexity from legacy broadband to modern DIA infrastructure
- Need for minimal internal resource consumption during transition period

Total Annual Impact

\$848K+

Combined annual savings from recurring costs, duplicate service elimination, and above-market rate optimization

Project Efficiency

3-month timeline
Despite parallel enterprise upgrade

100% accuracy
Zero missed deadlines

350+ items validated
Comprehensive billing review

SOLUTION – MANAGED TELECOM TRANSITION & COST OPTIMIZATION

Resource - Efficient Implementation model

A dedicated managed services approach designed to minimize internal resource consumption while executing complex infrastructure transition on schedule, enabling client focus on core business initiatives.

Streamlined Integration & Validation

Systematic approach to service audit, vendor coordination, and billing validation that ensures accuracy and compliance without excessive internal staffing requirements.

Purpose-built Platform & Tracking

Real-time visibility into service transitions, disconnect tracking, and billing accuracy validation, enabling centralized management of complex multi location infrastructure changes

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Services Deliverable

- Invoice Processing & Bill Review
- Telecom Service Audit
- Disconnect Management
- Order Tracking
- Billing Accuracy Verification
- AP Feed Integration
- Contract Review & Benchmarking
- Service Implementation Validation
- SSO Integration (Okta)
- Vendor Coordination

Results

Technology

- Completed AP and SSO integration within 3-month project timeline despite parallel enterprise systems upgrade
- Executed complex broadband-to-DIA infrastructure transition across 900+ locations
- Implemented 26 tracked disconnect items with 100% accuracy in service termination
- Validated ~350 billing items for implementation accuracy by vendors
- Established real-time order tracking to ensure vendor compliance and service accuracy
- Delivered on-schedule go-live per signed agreement despite resource constraints

Economic

- Recurring Annual Savings: **\$39,000**
- Duplicate Services Eliminated: **\$504,000 Annually**
- Identified Audit Items: **5 Items Tracked**
- Above-Market Rate Services: **\$305,000 Annually**
- One-Time Credits Recovered: **\$70,771**
- Billable Items Reviewed: **22 billing Items**

Service

- Minimal impact to client internal resources during critical enterprise systems upgrade window
- 100% project delivery accuracy with zero missed implementation deadlines
- Systematic approach to vendor accountability and performance validation
- Clear documentation of all savings opportunities and implementation status
- Comprehensive audit foundation for ongoing cost management
- Enhanced visibility into service utilization and spend patterns across enterprise footprint

Let's Get Started Today!