

CASE STUDY

BIG SAVINGS FOR LARGE MANUFACTURER VIA VOICE & NETWORK TRNASFORMATION

CLIENT IMPACT

51%

IN-SCOPE SPEND REDUCTION

\$954,370

1YR ANNUALIZED SAVINGS

SD-WAN

INCREASED NETWORK CAPACITY, REDUNDANCY & USAGE VISIBILITY

UCAAS

NEW SOLUTION TO COMBINE ON-PREM, CISCO CLOUD & MSFT TEAMS

24x7 NOC

VENDOR MANAGED SOLUTION BRINGS ADVANCED SUPPORT TO IT TEAM OPERATIONS



PROJECT SUMMARY

CLIENT PROFILE		SCOPE	
<ul style="list-style-type: none"> • Industry: Manufacturing Bedding • Revenue: ~\$1.6bn • Geography: North America 		<ul style="list-style-type: none"> • In Scope Spend: \$1,893,602 (annual) • Locations: 28 • Employees: 2,500+ 	
GOALS			
<ul style="list-style-type: none"> • Reliability: High criticality for up-time • Spend Reduction: Cost savings & spend optimization 		<ul style="list-style-type: none"> • Voice: Flexible hybrid solution to incorporate on-prem, MSFT Teams, and cloud PBX • Network: Improve network redundancy, reduce latency, improve security 	

TESTIMONIAL

The partnership between [client] and Resourcive has been outstanding! Michael Arnold and his team have been on top of everything (Capacity and Financial Analysis, RFP, Vendor Selection) and have been professional, responsive, and very knowledgeable throughout the entire process, especially in the areas that are new to [client]. We are now at the point where we are ready to begin the ordering and setup of new service and I am confident that Resourcive will continue to ensure we are getting the right level of responsiveness from the carrier and that our deadlines will be properly managed.

I would definitely recommend Resourcive to other customers and would use them again in the future if I were in need of their expertise.

Sr. Director, Infrastructure Engineering & Operations

SYNOPSIS

Participating in the [PE Firm] portfolio wide IT/telecom spend review initiative, [client] engaged with Resourcive to achieve cost reduction while simultaneously transforming their voice and network infrastructure by leveraging cloud technology.

Our initial findings in our Baseline Inventory verified the opportunity for considerable savings in both voice and data workstreams, while also presenting an opportunity to gain the benefits of a hybrid voice solution and move to a public IP network from MPLS to SD-WAN.

Given [client]’s critical business up-time requirements in plants and warehouses the [client] IT team needed to maintain high level SLA and performance metrics. The existing network was largely “single-threaded”, primarily via MPLS connections, which resulted in the backhauling of all data that was internet bound back to HQ or data center. This network design was creating congestion and heavy reliance on internal infrastructure and thereby more points of potential failure. We saw an opportunity to move to public IP network but maintaining security, reliability and redundancy through the combined use of an SD-WAN technology. Ultimately, the new solution generated 43% savings (\$459,545 annualized) while increasing network capacity with

more bandwidth and accounting for a new investment into SD-WAN technology.

For voice, the opportunity was to move away from a legacy on-premise phone system to a cloud-based PBX in order to reduce hardware cost, on-prem hardware dependency, facility dependencies, and backhaul path connections. Due to [client]’s existing Microsoft Team’s collaboration adoption, and requirement to maintain Cisco on-prem services for emergency and plant phones, a full immediate UCaaS solution was not feasible. Rather, a hybrid solution that incorporated on-prem, a hosted Cisco environment, and Microsoft Teams gave [client] the most flexibility in gradually moving to a full cloud-based solution. This new hybrid solution resulted in 62% savings (\$495k annualized) while giving [client] the flexibility to transition off the existing on-prem hardware at their own pace to minimize business disruption and increase adoption of the solution.

[Client] ultimately decided to go with [vendor] as they could service both workstreams reducing the risk of issue resolution challenges. Additionally, [vendor]’s managed service solution brings an advanced 24x7 NOC to the [client] IT team for added support of the company operations.



**CLOUD
COMPUTE**



**MANAGED
SERVICES**



**UCAAS
CCAAS**



**IOT
WIRELESS**



**NETWORK
SD-WAN**



**MANAGED
SECURITY**