

# CASE STUDY

**VOICE & CONTACT CENTER TRANSFORMATION  
CREATING MASSIVE SAVINGS AND SPEND  
OPTIMIZATION**

## CLIENT IMPACT

**>50%**

IN-SCOPE SPEND REDUCTION

**\$1.1M**

DIRECT COST SAVINGS

**862**

STRATEGIC CONSULTING  
HOURS AT NO COST

**\$200k**

IMMEDIATE SAVINGS FROM POTS  
AGGREGATION AND SERVICE DISCONNECTS

**CCS**

NEGOTIATED LUMEN CONTACT CENTER SOLUTION  
TO REDUCE COST & IMPROVE FUNCTIONALITY



# PROJECT SUMMARY

CLIENT PROFILE	SCOPE
<ul style="list-style-type: none"> <li>• <b>Industry:</b> Technology   Augmented Identity</li> <li>• <b>Revenue:</b> ~\$3bn</li> <li>• <b>Geography:</b> Multi-national</li> </ul>	<ul style="list-style-type: none"> <li>• <b>In Scope Spend:</b> \$1,460,638 (annual)</li> <li>• <b>Locations:</b> 70+</li> <li>• <b>Employees:</b> 10,000+</li> </ul>
GOALS	
<ul style="list-style-type: none"> <li>• <b>Visibility:</b> Actionable centralization of telecom spend and process</li> <li>• <b>Spend Reduction:</b> Cost savings &amp; spend optimization</li> <li>• <b>Stakeholder Alignment:</b> Improved cross-functional team synergies and cooperation</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Improved Performance:</b> Enhanced contact center functionality and performance</li> <li>• <b>Contract Review:</b> In-contract negotiation support</li> </ul>

## SYNOPSIS

Participating in the [PE Firm] savings rewards program initiative, [Client] provided Resourcive with their IT spend data which showed an opportunity for significant savings based on current spend rates on call center activity as well as a disparate network environment.

In our opportunity review with [Client] stakeholders, Resourcive identified service disconnect opportunities in their network totaling \$115k/yr in annual savings \$72k/yr in savings from a POTS aggregation strategy. The visibility into the network gained by facilitating collaboration between the Real Estate/Finance team and the IT team was critical to unlocking the savings opportunities. Additionally, Resourcive managed the administrative burden of providing carriers disconnect letters and managed the turndown process to ensure proper execution and realization of savings. Within just three months of project kick-off, [Client] had realized nearly \$200k/yr in savings.

The diagnostic report the Resourcive audit & analysis team ran on [Client]'s spend data for their call center technology presented significant opportunity for improvement. Their current contact center setup, routing calls to the BPO, was incurring a usage rate roughly 2x higher than necessary while the analytics, functionality, and reporting were lacking. Despite having just signed a three-year contract, Resourcive was able to negotiate immediate cost relief while sourcing an enhanced go-forward solution to fundamentally improve the contact center and business continuity. Ultimately, Resourcive got [Client] out of an unfavorable contract, sourced a superior solution, and generated \$980k in annual savings.

In aggregate, these workstreams generated \$1.1M in savings for [Client] at no cost.

## TESTIMONIAL

[Client] engaged with Resourcive and part of the [PE Firm] initiative in March 2021. Immediately Resourcive became engaged with both the Procurement and IT Telecom departments. It was clear that they brought many ideas to the table in terms of both cost savings and efficiency. The analytics provided to show cost savings was top notch and made communicating the potential results of complex engagements relatively easy to communicate to senior management and support groups such as Finance. Resourcive produced over \$1.1M in direct cost savings and was, by far, the most successful of the [PE Firm] initiative.

### IT Category Manager - Procurement



CLOUD  
COMPUTE



MANAGED  
SERVICES



UCAAS  
CCAAS



IOT  
WIRELESS



NETWORK  
SD-WAN



MANAGED  
SECURITY