

CASE STUDY

EUROPEAN CONSOLIDATION
WIDE AREA NETWORK & HOSTED PBX

CLIENT IMPACT

19%

IN-SCOPE SPEND REDUCTION*

\$100k

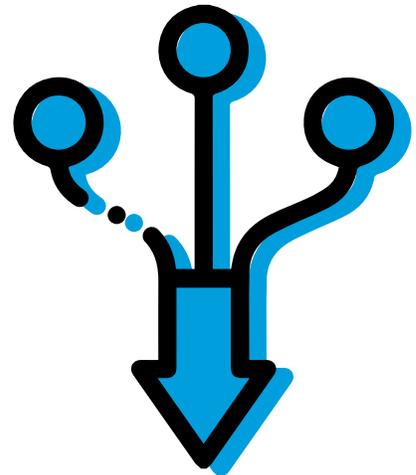
ANNUALIZED COST SAVINGS

SD-WAN

INCREASED NETWORK CAPACITY,
REDUNDANCY & USAGE VISIBILITY

CLOUD

FULL ON-PREM PHONE REPLACEMENT
TO CLOUD-BASED HOSTED PBX



*before reinvestment of savings

PROJECT SUMMARY

CLIENT PROFILE	SCOPE
<ul style="list-style-type: none"> • Industry: Information Services Commodities & Energy Markets • Geography: Multi-national, UK HQ 	<ul style="list-style-type: none"> • In Scope Spend: \$622k (annual) • Locations: 26 • Employees: 1,100+
GOALS	
<ul style="list-style-type: none"> • Visibility: Global network review of 25 separate carriers and multiple voice solutions • Spend Reduction: Identify spend reduction opportunities and optimize overall spend • Performance: Address reliability issues with current network and configuration 	<ul style="list-style-type: none"> • Growth Enablement: Source solution to support future growth and change • Network Visibility: Address lack of transparency on network health and usage • Support: Improve timeliness of support response

SYNOPSIS

A global provider of critical information to the commodities and energy markets, engaged with Resourceive to review their global network of over 25 separate carriers and multiple voice solutions to identify savings and optimizations, recommend solutions to address overall reliability issues, and support planned growth and change.

The Resourceive and [client] team conducted an existing services audit, solution design, pricing exercise, vendor selection, contract negotiations for hosted PBX, and a redundant, scalable co-managed WAN.

The process began with a full audit of existing service invoices in multiple currencies and languages. Total monthly spend was \$51.9K normalized to US currency, with \$36.5K of that to support the current WAN and \$10.3K to support the circuits and usage of the multiple phone systems. This total spend was used as the baseline from which to calculate expense reduction. A go-forward solution was designed with a consideration towards

increased visibility, support, control, and reliability of the network, along with spend reduction and global connections between all non-Avaya Phone systems and the in-house Avaya corporate phone platform.

The Resourceive process identified opportunities for savings through transition of higher priced MPLS circuits to lower priced DIA and broadband circuits through a managed bid process across eight different vendors with global reach and support.

Savings in voice services were identified through a bid across five hosted VoIP (a.k.a. Hosted PBX) vendors, bolstered by a phased implementation approach to limit material early termination fees (ETFs).

The solutions presented by RingCentral for hosted voice and Masergy for co-managed SD-WAN were selected after extensive vetting and consideration. During the final evaluation of the RingCentral solution, [client] experienced a catastrophic

SYNOPSIS (CONT.)

hardware issue with the core corporate phone system. RingCentral was able to demonstrate their quick response to support and deployment by converting the phone system within 24 hours to their cloud-solution, minimizing disruption, and leading the customer to make the ultimate decision to immediately migrate from the onsite phone system with phones on all desks to a primarily soft phone based full cloud solution.

The wide area network was made immediately redundant through the addition of active-active Fortinet SD-WAN and firewall systems while the lower priced diverse circuits were not restricted by contract status, ETFs, or the installation of redundant circuits to reduce down-time and business disruption. The SD-WAN system allowed for a single view of performance and utilization as well as immediate global control of all firewall

systems to improve security. Masergy continued to increase savings through replacement of in-contract circuits with immediate offset credits or delayed installs to coincide with non-penalty circuit changes.

While [client] was presented with savings options for the original network design configuration, the financial advantages of the solutions presented and the ability to better manage the communications systems with fewer staff, led the customer to re-invest the potential savings plus additional investment of approximately \$22.2K into the network redundancies and a complete phone system replacement.

KEY BENEFITS OF SOLUTION

- Real-time network performance, usage, and outage information.
- Real-time issue response for network changes.
- Improved network redundancies improving capacity and reducing risk of outage.
- Reduced customer staffing skillset costs through simplification, standardization, and co-managed support model.
- Global unified phone system, allowing direct internal dial to reduce external carrier and international charges.
- Agility in Moving/Adding/Changing/Deleting (MACD) offices through organic or inorganic growth.
- Elimination of on-premises telephone PBX systems.
 - Reduction in annual maintenance costs
 - Reduction in on-site support staff and facility space
 - Increased worker mobility – phones no longer geographically tethered.
 - Reduction in business risk of communication outage



CLOUD COMPUTE



MANAGED SERVICES



UCAAS CCAAS



IOT WIRELESS



NETWORK SD-WAN



MANAGED SECURITY