

# MANAGED SERVICES (MSP) CASE STUDY

SOLVED FOR TROUBLED EXISTING MSP RELATIONSHIP  
SOURCED NEW PROVIDER

**30-40%**

SPEND REDUCTION

**\$35K/MO**

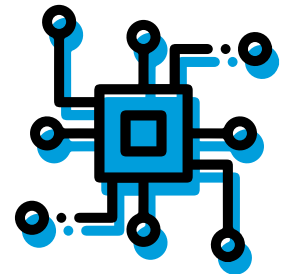
1YR ANNUALIZED SAVINGS

**MANAGED IT**

MOVED AWAY FROM ON-PREM VOICE  
INFRASTRUCTURE TO CLOUD-BASED SOLUTION

**SECURITY**

MULTI-VENDOR SOLUTION TO ENABLE  
TEAMS CALLING VIA DIRECT ROUTING PARTNERS



## CLIENT PROFILE

- **Industry:** Financial Services | Retirement Plans
- **Revenue:** ~\$30m
- **Geography:** North America

## SCOPE

- **In Scope Spend:** \$50-80k (monthly)
- **Locations:** 6
- **Employees:** ~250

## GOALS

- **Eliminate Variable Cost Structure:** Solve for unpredictable and uncontrollable spend.
- **ITSM:** Deploy best practices to drive down trouble tickets and increase productivity
- **Improve Alignment:** Institute better alignment mechanisms with new provider
- **Nationwide:** Find vendor partner with nationwide footprint