

Client Industry – TELECOM

Telecom company selects TPM provider as its Single Point of Contact to support 10,000+ IT assets, significantly reducing their costs while maintaining a high quality of service.

SOLUTION OVERVIEW



Requirement

The client primarily operated through OEMs and sought a partner capable of providing secure and cost-effective coverage throughout the entire LATAM region. This process involved navigating multiple layers of decision-makers and influencers across various countries and platforms.



Solution

To provide full maintenance support across eight countries with a single point of contact and a streamlined process, ensuring quality comparable to their OEM experience at competitive prices.



Services

Third-party maintenance



Location

LATAM

ABOUT THE CLIENT

The customer is a global telecommunications giant who provides telecommunications services, digital solutions, and data management across various continents.

They serve millions of clients worldwide with an extensive network infrastructure and diverse services. Renowned for innovation and reliability, it drives digital transformation across sectors.



THE REQUIREMENT

Providing support and maintenance services for a telecom company's most critical platforms across 8 countries and 10,000 assets. This encompasses multi-vendor environments with monthly changes to the Bill of Quantities (BoQ) for coverage, given the dynamic nature of asset activation and deactivation within the TFL infrastructure.

Ensuring the same level of delivery, or even better, than the original manufacturers, and instilling confidence so that this major company could, for the first time in its operational history, entrust a challenge of this magnitude to just one TPM as a SPOC and cost reduction strategy.

THE SOLUTION

Evernex conducted an in-depth analysis of the client's infrastructure and distribution in order to warrant complete and high-quality regional coverage. The objective was to understand the complete existing landscape, identify the challenges and design a successful transition plan and a centralized service rollout ensuring significant cost reductions.

The solution provided:



SPOC

Evernex provided a Single Point of Contact solution, streamlining communication and ensuring efficient coordination across all IT operations in Latin America for the telecom company.



Cost Reduction

Evernex solution was focused on reducing costs by optimizing maintenance processes, identifying savings opportunities while maintaining quality of service. Considering that this was one of the main drivers for the client to switch to a TPM service company.



EOS Multi-vendor Support

Evernex's differential was to offer support for the entire end-of-service (EOS) equipment for the diversity of brands, models and technologies used by the customer. Including maintenance service, availability of spare parts and technical expertise to extend the life of their equipment



Flexibility

The Evernex solution provided flexibility, allowing the company to quickly adapt to changing market demands and technological needs, considering the constantly changing baseline, while minimizing disruptions to its services.

THE OUTCOME

In response to the client's need for secure and cost-effective coverage throughout the LATAM region, our solution consisted of a Single Point of Contact (SPOC) that spans 8 countries and supports more than 10,000 assets. And overall, we helped this company achieve the significant cost reduction it was looking for, while maintaining a high quality of service.

Our integrated approach, combining SPOC efficiency, cost reduction, flexibility and quality assurance, yielded a successful result for the client. They now benefit from streamlined operations, reduced costs and reliable support across their critical telecommunications infrastructure.

Substantial Cost Reduction

By implementing Evernex TPM services, the customer achieved a strong cost reduction of up to 50% and met its budget optimization objectives.

Multi-vendor SPOC

By contracting Evernex they were able to optimize their operations by centralizing the support of multiple brands and technologies, into a single support contract.



People in Evernex are always very helpful and flexible. The fact that it is a multi-brand and multi-product company is an invaluable added value.