

# Client Industry – TELECOM

Fortune 500 company saw significant savings by moving their IT support from OEM to TPM

## SOLUTION OVERVIEW



### Requirement

Our client initially reduced data center expenses by holding off on buying new equipment and having the OEM support the equipment post warranty. Unfortunately, the savings on the equipment was being offset by the high cost of support from the OEMs.



### Solution

Evernex was engaged to create a value proposition that provided a single Point of Contact, as well as the consolidation of all post-warranty service contracts



### Services

Third-party maintenance



### Location

North America

## ABOUT THE CLIENT

Our client provides telecommunications and digital entertainment services. The company operates through four segments: Business Solutions, Entertainment Group, Consumer Mobility, and International

These different segments service and provide internet and mobile connectivity, devices, thousands of retail locations and video and audio entertainment to millions of consumers. They also provide large scale B2B solutions and products globally.



## THE REQUIREMENT

As a global telecom provider delivering services, devices, and entertainment to millions of consumers and businesses, our client was driven to reduce IT costs in response to challenging business pressures and fierce competition.

Following an audit of their IT expenditure, our client began to question both the costs and the sustainability impacts of continually refreshing their IT hardware assets. Initially, the client relied on the original equipment manufacturer for post-warranty support but soon realized that the costs outweighed the benefits and decided to extend their asset lifecycle. Consequently, they reached out to Evernex for advice.

## THE SOLUTION

Evernex assigned a project team to review the client's budget objectives and then identify appropriate post warranty environments and products that qualified for extended coverage.

The solution provided:

- Reduced Complexities**  
Evernex submitted a proposal and singular contract that created a SPOC (Single Point of Contact) reducing the complexity of multiple vendors, while offering significant savings over the OEM support costs
- Customized Solutions**  
Evernex offered creative support solutions that were equivalent or better than OEM offerings along with customized SLAs allowing maximum flexibility and pricing
- Spares Access**  
Evernex established local hubs and forward stocking locations with certified spares for quick access and delivery. For mission-critical sites, we set up in-house spare parts inventories to ensure instant access.
- ITAD Solutions**  
By forecasting projected end-of-life cycles for their hardware inventories, Evernex put reclamation and monetization opportunities for further peace of mind and savings

## THE OUTCOME

The successful implementation of third-party maintenance services allowed the client to maintain expert service while reducing vendor management. This provided the client with much-needed budget and resource flexibility.

After initially testing our services with small contracts and seeing significant success, the client has since expanded our services to multiple divisions covering 100s of thousands of assets.

### Expanded IT Budget

By opting for TPM support the client was able to use the significant savings for other critical needs during a challenging business period

### Multi-Vendor SPOC

By choosing Evernex as their single point of contact for all post-warranty support, they were able to optimize their IT operations.



**Some of your competitors had a marginally better price but they didn't have all the additional service offerings that you guys offer like the call home support, the metrics, reporting and comprehensive product lines**