

Global Information and Communications Company Turns to Avotus for Intelli-Sourcing a Second Time

Executive Overview

A global information and communication technology organization based in Europe, this company is one of the world's leading providers of workspace management services. Working with its partners and clients, the company designs, deploys and manages flexible and innovative end-to-end solutions in order to optimize and increase the productivity of its clients' mobile knowledge workers. The company has a major presence in North America through a Northeastern regional office and several other offices throughout the country. The company's voice and data system is critical for supporting its distributed workforce.

Business Need

Total costs for data and voice, including inbound, outbound, voice access and calling cards at the company were \$7.1M over a 24-month period. With a goal of achieving lower pricing while staying with its primary incumbent voice carrier, the company's five-member team from telecom, finance and purchasing contacted Avotus to run its ICM Intelli-Sourcing.

This was not the first time the client turned to Avotus for help with sourcing. Six months earlier, the companies worked together to implement a similar process for the client's wireless phones, data and pagers. That successful sourcing event projected a savings of \$1.5M or 50.3% over a 24-month period. Happy with the results of that first event, the client enlisted the help of Avotus for this second sourcing event.

Background

Working with Avotus, the company pulled together a set of 330 questions, which were assigned weights by the team. Particular terms and conditions were ranked according to how they were weighed by the group. A set of bid items – 477 in total – was also developed that allowed the bidders to iterate on the company's current voice and data services.

Avotus Advantages

- Industry: Information & Communication Technology
- Services: Voice & Data
- Savings: 47.5%
- Sourcing event duration: 11 days



Sourcing Process

A total of six suppliers participated. Over the duration of the 11-day sourcing event, there were a total of 23 bids with a bustle of activity coming in at the end of the event. During the sourcing process, Avotus provided the company with insight into bidder behavior and worked with the company's team to respond to the bidder's questions. Avotus also sent daily tips to the bidders on how to improve their scores. In addition, Avotus assisted with an argumentative incumbent bidder that initially refused to sign a non-disclosure agreement.

Sourcing Results

The result was another successful sourcing event for the company. It delivered a 24-month savings of \$3.4M or 47.5% -- higher than the \$3.0M savings that was initially projected by Avotus.

In terms of its incumbent inbound/outbound voice, calling card, and voice access vendor, the sourcing event presented a \$624K savings (21.2%) over that portion of the new contract. For the dedicated Internet access, the incumbent's savings were at 36.2%. However, the incumbent chose not to bid on frame relay, Dedicated Subscriber Line (DSL), dial-up Internet, Integrated Services Digital Network (ISDN) or local private line services.

About Avotus

Founded in 1981, Avotus is an award-winning provider of intelligent enterprise Call Accounting solutions. Since its inception, Avotus has worked with corporate telecom administrators to help them tackle the challenges associated with managing their complex enterprise communications assets, which increasingly include a growing number of mobile phones, tablets and other smart devices. Avotus serves customers across 41 global destinations, many of which are industry-leading Fortune 2000 customers.

For more information, please visit www.avotus.com.