

Avotus Intelli-Sourcing Delivers Savings to Leading Eye Care Company

Executive Overview

Based in Europe, this global corporation is a leading eye care company with sales of more than \$4 billion. The company develops, manufactures and markets pharmaceuticals, surgical equipment and devices, contact lens care solutions and other vision care products that treat diseases, disorders and other eye conditions. Its U.S. headquarters are in the Southwest and houses more-than 2,500 employees in the company's operations. Its data services network supports the employees in the headquarters as well as those in several other U.S. locations. The existing data services of the customer included global connect service, voice over Internet Protocol (VoIP), secure and off-net virtual private networks, internet gateway services and managed firewall services.

Business Need

Looking to rein in the costs of their data services, a team of specialists from several areas of the customer company enlisted the help of Avotus to run its ICM Intelli-Sourcing. The team's main goals were to attain the best pricing on the company's current data services, and to receive pricing on router rental and maintenance and the separate management of routers.

Background

Preparations for sourcing event were extensive. The Avotus team assisted the customer team to prepare a list of 575 questions that laid the groundwork for the auction process. The two teams also worked together to prioritize and weigh the questions – an important step for the dynamics of Intelli-Sourcing. In addition, the teams itemized a total of 847 bid items.

Avotus projected 36-month savings of \$2.5M or 26.1%.

Avotus Advantages

Industry: Healthcare

Sourcing Services: Data services; global connect service, VoIP, secure and off-net VPNs, Internet gateway and managed firewall services.

Spend before sourcing: \$12.8M

Savings projected through the Intelli i-Sourcing: 46.8%



Sourcing Process

Twelve suppliers were invited to bid. There were 60 bids committed over the course of the 18-day auction. Thirty references were submitted by the bidders. Bidders were awarded extra credit points toward their question and answer scores by supplying and obtaining those references.

Fourteen of the references completed the online questionnaire by the close of the sourcing event. Moreover, Avotus worked with the company's team to answer the 73 bidder questions and then posted the answers to the site for the benefit of all the bidders. Avotus emailed daily reports and even provided daily tips to each of the bidders on how to improve their individual scores. In addition, Avotus provided daily reports via email throughout the duration of the sourcing event. Using all this information, the suppliers continually adjusted their bids to better their scores.

Sourcing Results

Avotus developed several savings scenarios, which included various groupings of carriers, including an incumbent-only version. A couple of savings scenarios provided by Avotus delivered \$300K in bonuses and credits (B&C) from one of the carriers. Every savings scenario provided by Avotus delivered savings that were higher than Avotus' original estimate, with the greatest savings coming in at 46.8%.

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.