

## Leading Software Company Turns to Avotus for Worldwide Solution

The customer is a leading provider of enterprise management software solutions with headquarters in Texas and offices worldwide. The customer relies heavily on voice, data, and conferencing to meet the fast-paced demands of their international high-tech business environment, and turned to Avotus for a comprehensive eSourcing project that would help them better manage the costs and contract terms for these services across all of their offices.

### Background

The customer team worked with Avotus on its award-winning product ICM Intelli-Sourcing covering domestic and international voice, data, audio, and web conferencing services. The goal of the sourcing event was to lower pricing on existing services, receive better service level agreement (SLA) terms and conditions, and obtain pricing for alternative technologies per location. Further, the company was interested in a “No Commitment” contract; however, Avotus recommended them to bid a 36-month contract to achieve better pricing.

Taking into consideration the breadth of the technologies, the global locations covered, and the wide-ranging information the company required, a voluminous sourcing project was developed with 793 questions and 1,487 bid items. It would have been virtually impossible to conduct a sourcing of this scope and complexity through a traditional paper-based process.

### Sourcing Process

The sourcing event ran over the course of 14 days and involved 15 suppliers who bid on portions of the RFP. In total, 157 bids were committed, and references were solicited and supplied. The bids, responses, references, and other criteria were evaluated on the basis of a pre-established weighting scale. The result was a manageable auction that could smoothly proceed to the Request for Clarification (RFC) and contract stages.

#### Avotus Advantages

**Industry:** Software

**Sourcing Services:**  
Voice, Data, Audio and Web Conferencing services

**Spend before sourcing:** \$23.2M

**Spend After sourcing:** \$11.5M

Savings: \$11.7M (over 36 months)

**Sourcing Duration:**  
14 days

## Sourcing Results

On the basis of the responses to the weighted questions, Avotus recommended three pricing/carrier combinations that, if implemented, could help the company achieve savings in the range of 47.9% to 50.6%.

The sourcing project was successful. Overall, Avotus had predicted savings of \$10.7M; however, the auction delivered \$11.7M on the company's current 36-month spend of over \$23.2M, representing savings of 50.6%.

## 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](http://www.avotus.com).