



Case Study: Fortune 500 Biotechnology



Telwares delivers solutions that capitalize on nearly two decades of experience negotiating the economics behind enterprise networking and IT infrastructure deals.

We identify leverage for our clients and quickly take cost out of their businesses - with little disruption to existing technology or the network environment. In parallel, we evaluate next-generation technology options regardless of current commercial constructs or suppliers, adding to the leverage profile and market opportunity for clients.

## Overview

The biotechnology and pharmaceutical industries are facing significant challenges: new product development has become increasingly expensive. In addition, governments, providers in the health care supply chain and consumer choice is exerting downward pressures on pricing. New markets are also developing - especially in Asia where economic growth is raising standards of living and expectations of improved health care.

This Telwares client is a Fortune 500 biotechnology leader with a substantial US and global footprint in over 20 countries and \$14B in revenue.

### Scope of Engagement

Initially, Telwares assessed the contractual and technological landscape of the client's US-based operations, in an effort to develop the foundation for a broader global alignment of network services and assets. Telwares outlined a roadmap for execution with a focus on:

- Short-term savings and cost-out
- Alignment of contract end dates and commitments globally, enabling market leverage and flexibility
- Evaluation and analysis of opportunities to implement SIP trunking solutions

### Compelling Results

Initially Telwares engaged in a strategic negotiation of the clients wireline services contracts, with a goal of near-term savings and more flexible contract terms for existing services. Negotiations with the incumbent global WAN provider yielded rate reductions and waivers that saved over 26% annually. The client was also preparing to deploy an in-house conferencing system and needed to save on outsourced audio and web conferencing in the short term. Obtaining leading rates with a declining usage pattern required careful planning and dialog with the vendor. Telwares drove improved terms and conditions and earned the client 24% annual savings.

Telwares also addressed incremental voice services in a follow-on engagement, as the environment was slated to be transitioned to next-gen technology in the long term. The incumbent was aware it was losing business and was not in a mindset to provide further concessions. Telwares successfully negotiated competitive rate reductions that would keep the incumbent from losing more business while still generating short-term savings for our client.

Telwares was also asked to assist in obtaining near-term savings on existing wireless voice and data services and obtain flexibility in the contract terms. Telwares secured annual savings of nearly 15% along with more flexible commercial terms.

Most recently, Telwares completed an assessment of the client's local spend and traffic profile, to enable a full assessment of technology alternatives and SIP trunking.



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