

Case Study: Fortune 500 Mining Company





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 entire financial services ecosystem is facing new challenges as technology accelerates, regulatory changes dictate new paradigms for governance, emerging markets need to be addressed and monetized, and interactions with customers expand across new channels of contact.

This Telwares client is a Fortune 500 financial services and transaction provider with a substantial US and global footprint, doing business in over 35 countries and generating over \$10B in revenue worldwide.

Scope of Engagement

Telwares was engaged to revise contracts for the clients U.S. and global voice, data and conferencing services provided by major U.S. carriers. Local and global (primarily inter-country) services were added to the scope of the project during the early stages of Telwares' data collection.

The client maintained a carrier-like network environment that requires broad and deep oversight and management. Network components were key to products and services, and thousands of individual client connections. Decentralized international billing, ongoing network migrations and an average of more than 50 amendments for each major carrier all presented challenges in driving consolidation and results.

Compelling Results

After assessing the client's telecom environment and leverage profile, Telwares performed a global RFP for network services. Bidders' proposals were evaluated based on financial impact, service quality, technical feasibility, terms and conditions, and overall risks and benefits. Telwares reviewed each product individually, including all costs of migration, and the team identified where various offers could be combined and benefits maximized.

Three rounds of bidding and subsequent negotiations secured revised vendor contracts that provided savings, leveraged global spend and consolidated providers where financially viable. Telwares also made strategic use of executive positioning and escalations, and preserved or improved contract terms to mitigate risk and ensure commitment flexibility.

Telwares also reviewed individual past invoices for accuracy during the course of the engagement. The audit uncovered more than 20 claims and savings opportunities, and Telwares recovered substantial refunds and reduced annual expenses moving .

The resulting contracts delivered savings of 12% annually on over \$100 million in annual spend, and positioned the client for technology migrations that would deliver further savings, capitalizing on the benefits of convergence and alternative network solutions.



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