BLACK BOX®

Black Box Transforms Voice/Data Service Management for Leading U.S. Automobile Manufacturer

Carrier Managed Services Improve Operational Efficiency, Enable Radical Cost Recovery

INDUSTRY: Manufacturing & Automotive

COMPANY OVERVIEW & SUMMARY:

This Black Box customer currently operates multiple major manufacturing facilities in North America.

CHALLENGE:

Disconnects in Carrier Management and Cost Recovery

While the business used a telecom expense management system, its voice and data environment was not well documented, with no clear way to correlate existing services and usage with monthly expenses. This problem was exacerbated by several factors. Replacement circuits were being ordered without subsequent disconnects, resulting in duplicate billing and expense to the business. Consolidation of several business units into a single entity increased the circuits and vendor relationships requiring oversight by an IT department already working near capacity. The business needed a more effective means of managing its carrier environment and ensuring both cost recovery and operational efficiency.

SOLUTION:

Optimized Voice and Data Service Management

Working in parallel with the IT team, Black Box is providing carrier managed services that optimize management of voice and data services to expand the savings potential for the business and provide better service to all business locations and end users. Through this relationship, the business now maintains a well-organized inventory of voice and data services mapped to monthly invoices.

CHALLENGES

- Lack of documentation of voice/data environment
- Duplicate services and billing
- Expanded Inventory to maintain through company consolidation
- Limited IT resources available to manage the carrier environment

SOLUTION

- Black Box Carrier Managed Services

RESULTS

- Optimization of voice/data service management
- Accurate inventory of voice and data services
- Shift of management burden off internal IT staff

BENEFITS

- Cost recovery of hundreds of thousands/year
- Increased visibility and intelligence for better business decision-making
- Freedom to shift internal resources to other business priorities

OUTCOMES:

Improved Visibility for Significant Cost Recovery

Black Box has saved the business hundreds of thousands of dollars in the first year of the engagement on an annual spend of approximately $8 million with their carrier partners. Black Box is on track to save the business several additional hundreds of thousands of dollars during the second year of the engagement.

RESULTS:

Optimized Management of the Voice/Data Environment

With Black Box not only managing all quoting and ordering processes, but also validating connectivity options for new locations for access diversity, the manufacturer has reduced the burden on its IT department, established a 'cleaner' voice and data environment, and given its business management unit much greater visibility into the voice and data service inventory and usage.

BENEFITS:

Improved Cost Efficiency and Business Decision-Making

The business now can efficiently validate charges before paying their service providers and has realized additional savings by eliminating recurring late payment charges. Moreover, the business management unit now is positioned to make better-informed decisions for digital transformation that supports the most pressing business initiatives. With Black Box Carrier Managed Services in place, the business is free to focus on higher-level decision-making.

FUTURE PROJECTS:

Expanding Optimization and Cost Savings with Black Box

Having realized substantial carrier cost savings through its work with Black Box, the manufacturer is considering expansion into management of mobility devices, cloud service providers, and SaaS licensing.

GET IN TOUCH

For more information about our services or for a quote, please contact Todd Thomas at **303-748-0070**, **Todd.Thomas@blackbox.com** or visit **BLACKBOX.COM**.

ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.