



CUSTOMER OVERVIEW

- A leading global call center provider engaged Profit Advisory Group to strategically source their Global Telecom.
- Spend volume: USD \$28.5 million annually on service.
- Project included more than 108 global locations.

KEY CHALLENGES & OBJECTIVES:

- Challenges included extensive data collection effort and achieving buy in from multiple company stakeholders.
- A potential technology upgrade was included in the scope of the project. This included all new equipment throughout the enterprise.
- Project objectives included achieving cost savings and more favorable terms and conditions through a strategic sourcing RFP effort.

PROFIT ADVISORY GROUP SOLUTION:

- Extensive Data collection using Profit Advisory Group DataCollection process and analysis phase preceded the scoping of the spend to be sourced.
- It was determined that the best course of action was to go out to RFP.
- Phase one: Profit Advisory Group developed a comprehensive RFP which was sent to 5 qualified vendors selected by the IT leadership. Each Vendor was to submit a detailed proposal based on the customer's business requirements, services, and implementation process; Analysis included an evaluation of technical requirements and commercial terms to ensure suppliers are able to meet the customer's needs; Phase one evaluated suppliers on non price factors; Preliminary pricing was also collected. The IT committee and Profit Advisory Group team scored the responses.
- Phase two; Top 3 vendors were asked to present their solution to the IT/sourcing committee.
- The IT committee and Profit Advisory Group team engaged the 3 providers in numerous pricing exercises to insure the best offers were on the table.

RESULTS:

Client was able to reduce cost by 4.6 M (16.4%) by entering into 2 new agreements. The Client was able to secure \$900,000 upfront transition credits from the awarded vendors.

