



"We never could have pulled this off internally. PAG did an incredible job for us, so much so that we retained them for their ongoing services. The fact that their fees are funded by the savings they create makes this a total no-brainer."

- Hilton Sturisky Global CIO

### CUSTOMER OVERVIEW

- The world's largest Insurance Claims processor engaged Profit Advisory Group (PAG) to catalogue all billing assets, ensure their utilization and to design an optimized WAN solution. We then created and administered a global RFP for their voice, data and wireless spend.
- Spend volume: \$8M USD annually.
- Project included 200+ locations globally.

### KEY CHALLENGES & OBJECTIVES:

- Challenges included extensive data collection effort and achieving buy-in from multiple company stakeholders.
- Technology migration for voice and data were included in the project, requiring new equipment and circuitry being installed in all locations globally.
- Project objectives: more robust network (features and throughput), global unified platform and provider, more favorable terms and conditions, built in disaster recovery and cost reduction.

### PROFIT ADVISORY GROUP SOLUTION:

- Thorough data collection and analysis preceded the scoping of the spend and services to be sourced.
- Two strategies were presented to the Client IT/Sourcing Committee. Option one focused on an optimized utilization of current technology ("the easy button") while option two brought in SD WAN and UCaaS but required more effort during implementation. Committee decided on the converged solution.
- Phase one: PAG developed a comprehensive RFP and collaborated with IT leadership in selecting 8 qualified vendors who were each invited to participate in the RFP. Bidders submitted detailed proposals based on the customer's business requirements, services, and implementation process. Bid analysis included an evaluation of technical requirements and commercial terms to ensure suppliers ability to meet the customer's needs (Phase one evaluated suppliers on non-price factors, although preliminary pricing was included in bid response).
- Phase two: IT and PAG scored the responses and the top 3 vendors then presented their solutions and final pricing.
- Immediately after the bid was awarded all focus shifted to implementation, which went very smoothly because the roll out plan with 6 different concurrent work streams had already been meticulously designed.

### RESULTS:

Client reduced vendors from 47 to 14, reduced monthly invoices processed from 800+ to under 150, have true dual-carrier diversity in all locations, now have best of class contractual T's & C's, do enjoy a nearly worldwide single platform for all voice and data traffic at speeds on average 8X faster than before and saved over \$4.4M/year.

