A leading global investment and private equity firm turns to BCM One to gain control of their technology spend and prepare their network infrastructure for next-generation technologies.
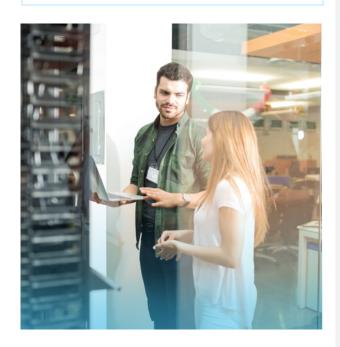
Challenges

A leading global investment firm that manages over $140 billion in assets, with offices in 20 cities and 16 countries, had a challenge managing their technology spend, resulting in being overcharged a total of $300,000 by leading telecom carriers over the course of several years. They were also looking to improve overall efficiencies for their IT team, scale costs, and improve their network design to accommodate evolving business and technology needs.

Overview

- **Client:** Private equity firm
- **Sites:** Offices in 20 cities and 16 countries
- **Solution:**
  - ✓ Technology Expense Optimization
  - ✓ Voice Enabled Teams
  - ✓ Private WAN/MPLS Connectivity
  - ✓ Data Center & Co-Location
  - ✓ Managed Security

> The company needed to improve overall efficiencies for their IT team, scale costs, and improve their network design to accommodate evolving business and technology needs.

They needed professional assistance to recover overcharged funds and repair those carrier relationships—and to take control of their technology spend overall. Furthermore, they realized they needed a technology advisor to help them prepare their network for future evolving technologies as they planned to move all of their solutions to the cloud.
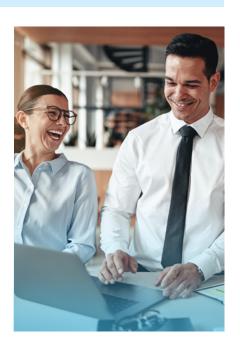
◈ Solution

The company partnered with BCM One to leverage our network engineering and technology expense optimization expertise. We became an extension of their IT team and formed a true strategic partnership to help them take control of their technology expenses and ensure their organization had a solid network infrastructure in place for current and future needs.

The first step was to embed the BCM One technology expense optimization group into the company. Combining our highly experienced team—including a forensic accountant, leading software programmers, and technology analysts—with Sophia™, our proprietary technology expense management tool, enabled us to begin solving the client's spend issues. With Sophia, we created an optimization opportunity and prepared a detailed forensic claim analysis, navigating multiple supplier dispute processes both offshore and in the U.S.

The next step was to analyze the company's network infrastructure and develop a plan of action to move their solutions to the cloud over time. This involved developing an entire new network design to ensure it met future business and technical requirements. They needed to ensure network reliability and security to maintain business continuity and 99.999% uptime, all while supporting the growing cloud applications they planned to deploy. The new design included voice, managed dedicated Internet access, and data center/co-location solutions across the entire organization to support their global infrastructure.

> The BCM One team, which has forged deep relationships within the company, works on their behalf to find opportunities to renegotiate contracts for upgraded services without raising costs, keep pace with technology needs, and solve technology challenges as they arise.

✓ Benefits

The business value BCM One delivered was cost savings, efficiency improvements, and a solid network infrastructure to support future growth.

BCM One's technology expense optimization solution helped saved the company $300,000 a month on technology spend. We were able to negotiate credits further back than contractually allowed while avoiding costly litigation, and helped repair carrier and supplier relationships throughout the process thanks to our strong strategic partnerships with nationally branded telecom carriers.

This significant technology savings helped offset the cost of network infrastructure updates that BCM One managed. It empowered the company to allocate more IT budget to update critical parts of their network infrastructure to achieve a solid network state to prepare for future growth. In addition, our technology expertise helped free up their IT resources to spend time on other critical projects.

Over the course of the next decade-plus, BCM One continued to be the company's global technology partner. The BCM One team, which has forged deep relationships within the company, works on their behalf to find opportunities to renegotiate contracts for upgraded services without raising costs, keep pace with technology needs, and solve technology challenges as they arise. For example, BCM One created location profiles, providing them with a technology "template" to create a consistent and streamlined process for new locations. And most recently, they added BCM One's Managed Security service to expand their cybersecurity protection.