



## Case Study

### Financial Vertical

## BCM One helps debt settlement company settle its own technology debts.

### Challenge

What you don't know can hurt you. This national debt settlement company had no idea what carrier services it had contracted for. And with just one clerk handling all invoices manually, they couldn't untangle it all. By the time the new head of IT started, the company had simply stopped paying their carrier bills and were in arrears. At the same time, they were planning to move their headquarters to a new office building. But how can you move your technology infrastructure when you don't know what you have to move? On top of everything, she had the additional challenge of an owner who doesn't understand technology. Getting approvals were a challenge. For example, he didn't understand that an office of 500 people can't operate on a \$200 FIOS circuit. This head of IT had worked with BCM One in her previous company, so she brought us in to help her make sense of it all.

### Solution

BCM One has a formal, best-practice technology audit process included in our Technology Expense Optimization solution called Sophia™ to help clients get a handle on their technology contracts. But in this case, we simply didn't have the time, so we adapted the process and created a parallel strategy. First, we gathered all the contracts the company knew they had, so BCM One could ensure they didn't get hit with any early termination penalties. Then, as carriers would call in on overdue bills, the head of IT would at that point get an explanation of what the service was. If it made sense to her, she'd get the bill paid; and if it didn't, she pass it over to BCM One to figure out. At the same time, we built a future-state technology design based on their business requirements—then we renegotiated some of the existing carrier contracts they couldn't get out of for new services to support that future state. And, with the move looming within a short time-frame, we leveraged our strong supplier relationships to meet their tight deadlines.

### Result

With our niche in technology expense optimization, BCM One has helped the head of IT gain visibility into her company's technology commitments and spend, and they are on target to get everything under control in the short term and build a requirements-driven infrastructure in the long term—all while planning for the HQ move which, thanks to BCM One, is also on target and under control.

#### Client:

- › Debt settlement company

#### Solution:

- › Technology Expense Optimization