



EmconIT Case Studies



Telecom Fortune 10 consolidates all Third Party Maintenance and saves Money

Company Profile

A Telecom Fortune 10 company offering multinational Phone, Media, Entertainment, Retail and subscription services.

Business Situation

Our client initially reduced data center expenses by holding off on buying new equipment and having the OEM support the equipment post warranty. Unfortunately, the cost for supporting their equipment was constantly being offset by the high cost of support from the OEM. These costs were also rising on a regular basis throughout the year. With continued budget restraints, our client needed to come up with an alternative support solution and asked EmconIT to help.

EmconIT Solution

- ✓ Provided cost savings of more than 70% over OEM pricing (See Chart Below)
- ✓ Became a SPOC (Single Point of Contact) reducing the complexity of multiple vendors (See Chart Below)
- ✓ Offered our volume Vendor Co-Op program to further reduce costs
- ✓ Created customized SLA's that allowed maximum flexibility and full coverage
- ✓ Used regional hubs to expedite parts deliveries

What our Client said

S.W. - "We wanted an outsourced vendor to handle all of our infrastructure and maintenance. Consolidating under EmconIT and having one throat to choke has made our life so much easier"

S.W. - "We were extremely cautious about leaving the OEM for a third party and started slowly with EmconIT. Within a few years, they were managing a significant portion of our Hardware Maintenance"

Over 90% of EmconIT's clients rate us a 9 out of 10 for service - 100% say they will recommend us!

Telecom Fortune 10 – Savings Case Study

