

NATIONAL COMMUNICATIONS PROVIDER

VENDOR REDUCTIONS RESULT IN COST SAVINGS AND IMPROVED QUALITY

A national communications provider of voice and data network communications was concerned about quality when making reductions to save money.

A growing, national communications provider of voice and data network communications wanted to reduce their number of vendors to save money. However, the provider was concerned about quality.

Air Force One met with the owner to determine the history of the portfolio, equipment, quality standards, and to establish a Preventive Maintenance (PM) program. Air Force One gathered information by phasing in markets, determining equipment condition and remaining useful life, and performing Preventive Maintenance (PM) to verify equipment data.

After gathering information, Air Force One covered numerous data centers, switches, ROW, POP, and Regen sites for twelve states. Then Air Force One performed a unified and customized Preventive Maintenance (PM) program and capital replacement. Additionally, Air Force One utilized Quality Assurance Reviews (QAR) – when sites are reviewed by Air Force One personnel to ensure client quality standards are met.

The Client was able to reduce their number of vendors and save 40% in vendor management costs. The unified and customized Preventive Maintenance (PM) program reduced operational costs, and provided additional funds for informed capital replacement decisions. The Client's quality concerns were met and exceeded through the Quality Assurance Reviews (QAR) program.

