

CASE STUDY

Large retailer saves time + money by outsourcing telecom management



Situation



Nationwide Paint Store Operator

1,200

Stores



\$8.64M

Voice / WAN / Collaboration Budget



28

Telecom Providers



zLinq's deep telecom expertise helped retailer streamline services, modernize technology, and reduce costs.

Challenges

A national paint retailer using a variety of voice and data providers across their 1,200-store footprint was struggling with inefficiencies and rising costs. Service outages were frequent, and store managers were generating hundreds of tickets to the corporate helpdesk. Because infrastructure was not consistent from store to store, resolution time was slow. This impacted internal client satisfaction, revenues, and the retailer's reputation.

See following page for zLinq's unique solution and results.



Contact Us!
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Solution

Retailer partnered with zLinq to transform their Telecom Lifecycle Management.

- 1 Comprehensive telecom audit.** First, zLinq conducted an audit of all internet connections, phone systems, phone services, and analog lines to evaluate assets, costs, contract obligations, and repair numbers.
- 2 Benchmarking.** Leveraging deep insight from the telecom audit, zLinq set new benchmarks for tech and cost improvements.
- 3 Selection of optimal nationwide provider.** zLinq then worked with the retailer to create and manage an RFP. They selected a new provider to deliver cost-effective and integrated voice and data bundles, nationwide.
- 4 Migration leadership.** zLinq's Client Service Managers led project management in migrating to the new solution and decommissioning old services for the retailer.
- 5 Ongoing lifecycle management.** zLinq continues to serve as the single point of contact for the retailer's IT team, handling ongoing lifecycle management to ensure optimal results.

Results

HARD \$ SAVINGS

Improved performance and reduced costs significantly

SOFT SAVINGS

Offloaded retailer's IT team from 90% of the work associated with migration oversight

Managed telecom services as extension of retailer's IT team on an ongoing basis

PROJECT EXAMPLE

Created a single pane of glass inventory portal for all telecom services

