

About the Client

ProKarma's client is a large mid-western bank with more than fifteen affiliates and a technology subsidiary. The bank has an annual telecom spend of \$6 million.



The bank engaged ProKarma as the sole vendor for a Telecom Expense Management project, including procurement services for a savings and optimization project effort to bring down their annual telecom spend.

BUSINESS CHALLENGE

The bank's broad business objectives were:

1. To lower total annual telecom spend by at least 20%
2. To purchase additional bandwidth in more than 25 locations.
3. To restructure voice technology from a decentralized nodal voice to centralized MPLS-> Long Distance approach
4. To map telecom inventory and removed unused lines..

The timing of the project was crucial as the existing telecom contracts with carriers were up for renewal.

THE PROKARMA TEM SOLUTION

ProKarma leveraged its telecom sourcing, analytical and auditing expertise to meet the customer's mid-term and term-ending telecom contract negotiation objectives.

APPROACH

ProKarma implemented an end-to-end, proprietary five step 'Right Sourcing' methodology for Telecom Expense Management to address the business needs of the customer, including:

- Discovery and Assessment
- Strategy and Optimization
- Analysis, RFP and Negotiation
- Contract Finalization
- Compliance Verification & Management

TECHNOLOGY USED

ProKarma's end to end hosted and managed TEM solution "ProTelecom".

ProTelecom's 'Procurement' suite of services is a transparent, iterative hosted and managed workflow. It provided the customer visibility to all project phases including inventory management, audit, strategy development, RFP process, evaluation, contract administration and compliance management.

ProKarma's GroupHub for project management

ProKarma provided executive reports to customers at every stage for internal consumption and management.

Project management including delivery schedule, timelines and milestones throughout the implementation lifecycle was done via the GroupHub for seamless iterative and collaborative approach.

Implementation

ProTelecom's 'procurement' suite was deployed and ProKarma advocated a "parallel, phased implementation" methodology to address the business need in the available time for best results.

The parallel phases included (a) Best practice sharing for optimal contract language (b) Discovery/assessment of telecom existing inventory (c) Definition of new/proposed telecom inventory 'wish list' followed by (d) Telecom RFP strategy definition.

These phases were followed up by the Telecom RFP release and management phase with the RFP bid out among nine ILECs and LECs. ProKarma completed the bid evaluation, award, contract negotiation and execution.

Benefits

The bank achieved 25% reduction in annual telecom costs. With this reduction, the cost for the bandwidth technology restructuring efforts were self-funded with overall year-upon-year annual costs reduced by 20%.

The removal of unused lines led to a reduction of \$20,000 in monthly costs. The bank was also able to negotiate better prices for its technology subsidiary. Revised carrier portfolio and contract language meant consistency across locations that aligned with the business continuity and disaster recovery objectives of the bank.

ABOUT PROKARMA

ProKarma delivers integrated technology and business process outsourcing solutions for over 150 global leaders in a wide range of industries and markets. ProKarma is headquartered in Omaha, Neb., with sales and delivery centers in the U.S, India, Argentina and Peru. ProKarma was ranked as the fastest growing IT services company in America by Inc. 500.