

SAFARI PARTNERS WITH AN INDUSTRY ASSOCIATION

Executive Summary

Our client's Corporate HQ is in New York, NY with 5 remote locations throughout the United States. With a limited IT Team and over 400 users to support, they partnered with Safari Solutions under our S4 Program to review existing services and provide recommendations.

Testimonial



"I am the equivalent of the CTO here. I just wanted you to know how much we appreciate your team and how valuable they have been in handling both our immediate needs and our long-term initiatives. This includes the great work they did in helping us save over \$100K by renegotiating an incorrectly renewed contract. We are happy customers which is a tribute to the team. "

Challenges

- Multiple services and providers were delivering integrated platforms encompassing both voice and data services at their various locations. Their setup was robust, utilizing a dynamic VoIP service including managed routers for voice in conjunction with a multi-location MPLS service inclusive of public Internet access, fully managed routers, firewalls, and network services. The team did not have a good grasp of current costs in comparison to the marketplace and felt intimidated to make any changes due to the complexity of the existing setup. Their total monthly spend was \$44,500, for an annual spend of \$534,000, which is well over the industry average for an organization of this size.
- In addition, our client entered into unfavorable contracts with the service providers that had recently auto renewed. This left them at risk for over \$100,000 in early termination fees.
- There was no automatic redundancy or failover setup within the network to maximize uptime and eliminate single points of failure. Furthermore, there was no equipment or circuit diversity either.
- The client's IT team found it difficult to manage the network across all applications and platforms and was not easily able to prioritize mission-critical applications. They felt overwhelmed by the number of offers and solutions in the marketplace and were not sure how to start researching alternative options or which solutions may be best.
- There were fragmented technology implementations with years of planning neglect, which resulted in

inefficiencies and redundant services. The client's leadership team charged the technology team to transform the technology footprint to align with business strategies.



How Safari Helped

- We engaged in an S4 partnership. The first step in this engagement was to get a detailed snapshot of all services, billings, and contracts. In addition, Safari took a deep dive into the entire technology ecosystem, including hardware and software.
- We inventoried services at each site and compiled an overview of billing, including contractual obligations and limitations. These inventories included the services being delivered, broken out by location and carrier, the overall charges for each service, and any additional surcharges that were incurred.
- We provided recommendations for both short term optimization of services as well as long term recommendations within our S4 six-week initial evaluation report. We developed a plan of action to implement the short-term recommendations and agreed on the next steps for the longer-term recommendations.
- We engaged with our client's legal team in contract review and recommendations while also interfacing with the providers in contract negotiations.
- As part of the S4 program, Safari Solutions engaged in a Wide Area Network evaluation to replace an MPLS service. Safari Solutions, in conjunction with our client developed requirements in a formalized Request for Proposal (RFP) through surveys, interviews with the staff, and collaborative conversations. Safari Solutions worked closely with the client to bring appropriate solutions to the table, explaining the costs, benefits, and negatives associated with each option. We helped manage the RFP process through pricing negotiations and ultimately final selection.
- Safari Solutions managed the implementation of the chosen SD-WAN solution across all sites to completion, interfacing directly with the provider's technical team and escalating when necessary to ensure a smooth transition and client satisfaction.

Testimonial

"Thank you all very much for all the support you have provided in bringing the SD-WAN project to a successful completion. You were tremendous partners throughout the project lifecycle. It would have been extremely difficult, if not impossible, to reach the finish line without your support. I appreciate you sticking with our team throughout the entire weekend. It meant a lot to all of us. I value our partnership and the tremendous contributions you bring to us. Thank you from all of us!"

Results, Return on Investment and Future Plans

- During our initial evaluation of services, Safari identified \$4,000/month (\$48,000/annually) in savings in short-term recommendations. The savings were a result of the cancellation of unused services, erroneous charges, and reduction in rates by either re-negotiation or service provider changes. Operational savings of over 4x the cost for the Safari Solutions services were saved as a result of our efforts.
- Our carrier experts assisted in renegotiating auto-renewals, which resulted in over \$100,000 of savings over the course of what would have been a 3-year term.
- By implementing the SD-WAN solution, our client saved an additional \$7,500/month (\$90,000 annually). In addition to hard cost savings, our client also has circuit and equipment diversity at all sites, increased bandwidth availability, one aggregated invoice, and ease of network management across all applications and platforms.
- An enterprise architecture discovery phase to create a high-level roadmap that outlines the framework to make sound business decisions with regards to the current cloud and managed services initiatives also took place with projected savings based on recommendations of over \$100K/annually.
- Through our ongoing S4 program, there is access to over a dozen assessments and evaluations as well as a team of experts for a fraction of what it would cost to develop this expertise internally.

Since engaging with Safari Solutions under our S4 program, the Safari Solutions team has had quarterly in-person meetings with the client as well as providing ongoing technical assistance. The quarterly business meetings are used to review all aspects of our engagement, including service ticket statistics, a summary of ongoing cost savings, and current trends in the marketplace.

• **SHORT TERM RECOMMENDATIONS SAVINGS \$48,000 ANNUALLY**

• **SD-WAN SOLUTION SAVINGS \$90K ANNUALLY**

