# Muffler Shop Retail Chain Takes Control of IT Challenges

## Managed Services Help Achieve Critical and Everyday Tasks – Connectivity, UCaaS, SD-WAN, & MS Licensing

Growing any retail endeavor to 1,450 locations across the nation requires a solid IT stack approach, that can quickly overwhelm an in-house IT team. We stepped in, helped renegotiate existing Connectivity contracts, transitioned a large percentage of locations to a different carrier, and shored up their remaining services/activities including UCaaS and Microsoft licensing upgrades.

## CUSTOMER PROFILE:

- Retail Muffler Shop
- 1,450 Nationwide Locations
- 6,000 Seats
- 2,300 Devices

## CUSTOMER GAIN:

- In-house IT department regains time/capacity for other objectives, plus cost savings and technology upgrades
- Critical tasks no longer delayed (data/network security, upgrades, etc.)
- Realize actionable network/data insights/analytics
- 18% savings for Connectivity
- Updated/unified retail Point of Sale (POS) devices
- 24/7 service support of all systems

## OBJECTIVE:

Improve the service/experience the client was receiving, renegotiate contracts to save the customer money, and simplify their telecommunications environment, while also being added as the Partner of record by the carrier. Overall, assist their overworked underwater IT department in accomplishing critical tasks that empower day-to-day operations, secure data/network, and offer unfettered data insights into operations that can influence decision-making on both a large scale and a customer-by-customer basis.

## DISCOVERY:

The customer had several renewals coming up. With their large network of locations, this placed them in a position to renegotiate for more favorable terms, except when the Provider initially disagreed. They also expressed dissatisfaction with some of their current solutions, asking that we take over certain functions from their IT team, including managed print services.

## SOLUTION/ DEPLOYMENT:

There were many steps to this engagement, starting with identifying a Connectivity aggregator, overseeing the transition, sourcing an alternative UCaaS solution, deploying devices, and renegotiating their SDWAN Managed Services deal. After 3 months, about 200 locations had transitioned to their new Connectivity services Provider, the previous Provider then agreed to discuss their rapidly diminishing billable, opening the door to negotiating big savings for the customer while also avoiding the effort of transitioning remaining sites. For UCaaS, the customer was courted strongly with the eventual winner showering them with executive level support at every meeting to win the 6,000-seat contract. Modernizing their systems also saw 2,300 DaaS devices deployed across their retail footprint. The team has also begun a managed print deployment, which will save the customer over $740,000 per year in toner purchases!