Goodwill Indy Saves Big by Optimizing Their IT Environment

Goodwill of Central and Southern Indiana saves time and money by consolidating their invoices and assets in one place, finding the best solution for their environment at the best price, and using vCom as one point of contact for all their support needs.

GOODWILL OF CENTRAL & SOUTHERN INDIANA

BACKGROUND

Goodwill of Central and Southern Indiana is one of the largest of more than 160 Goodwill chapters in North America. Serving 39 Indiana counties, Goodwill Indy operates more than 70 retail locations, charter schools for adults and youth, a maternal-child health program, a childcare center, and more.

> "vCom is the gold standard for our IT service vendor partnerships."
>
> **BILL CLARK**
> **GOODWILL OF CENTRAL & SOUTHERN INDIANA,**
> **VP OF INFORMATION SYSTEMS**

CHALLENGE

With a staff of only six dedicated to managing all of Goodwill Indy's many IT and infrastructure challenges, working optimally and lean has become a priority. Following the merger in 2017 that brought two of the state's largest Goodwill's together as one entity, Goodwill Indy's team was tasked with managing more than 20 different telco providers—a job made more difficult by the lack of consistent contact across the providers and no documentation on any of their circuits. In fact, the lack of visibility into their telco network was a serious challenge, particularly when it came to managing service disruptions or repairs for close to 120 locations. Goodwill Indy found themselves spending too much time trying to get the support they needed to ensure business continuity across their numerous locations -- time that could be better spent elsewhere.

Furthermore, due to the lack of visibility, Goodwill Indy struggled to find where they could cut costs and optimize their current environment, both with their mobile devices and their network infrastructure. Along with the sheer amount of invoices they had to process from all of their providers, they didn't have the time or data necessary to find the best solution for their environment.

IT Under Management

- 250 circuits
- 242 mobile devices

Challenges

- Small IT team stretched to capacity
- Manage service tickets for 20 carriers covering 120 locations
- Lack of visibility into inventory

Impact

- First year mobile savings: $76,000
- Circuit savings: 60,000 per year
- A single invoice for all locations, carriers, and product

SOLUTION

Having worked with aggregators in the past, Bill Clark knew that was the place to start and called on vCom. "We wanted one point of contact for our support model. Plus, when you get into aggregation you get better price points," said Clark.

The vCom team immediately began working with the Goodwill team on a Buyer's Journey to map the needs of the organization and consolidate and aggregate their telco spend to vCom's management, adjusting contract terms and conditions as contracts expired and performing RFP's for new services. This process included the normalizing of invoices into a consistent set of terms and consolidating them into one single invoice detailing every activity. The vCom team took over the management of all new service fulfillment and ownership of service tickets. At the same time, the team began porting over more than 1,500 numbers from Verizon to T-Mobile, decommissioned expensive analog lines for faxes in favor of efax accounts, and created a centralized inventory for everything in vCom's vManager spend management platform.

RESULTS

"vCom is the gold standard for our IT service vendor partnerships," said Clark. The ongoing relationship has yielded significant benefits and enabled the Goodwill Indy IT team to streamline their operations and focus less on the tactical and more on strategic initiatives.

- First year mobile savings: $76,000
- Circuit savings: $60,000 per year
- Process time savings: 8 hours per week
- Broadband speed increase: 173%

With vCom managing trouble tickets, Goodwill Indy has improved business continuity, gained 8 hours per week back into their schedules and saved an estimated 20 hours per location for each store opening. Financially, Goodwill Indy saw a savings of $76,000 in one year after switching mobile carriers. An additional $60,000 per year in liquidity was delivered back to the bottom line by migrating to an efax solution and procuring lower circuit costs through QuantumShift by vCom. They were able to increase broadbands speeds while cutting costs by more than $430 a month at 20 locations (an additional $120,000 savings). And with vManager, the ability to track, monitor, and report on their IT/telecom assets has enabled swifter decision making and substantially supported the organization's ongoing strategic efforts to update their network.