

Monterey Mushrooms Harvests Savings While Doubling Network Capacity

Monterey Mushrooms centralized its telecom management with vCom, drastically reducing costs and improving visibility across its facilities.



BACKGROUND

Monterey Mushrooms, Inc., based in Watsonville, California, is the largest national marketer of fresh mushrooms in the U.S., supplying supermarkets, food services, and manufacturers. They operate across North America, delivering products throughout the U.S. and Mexico.

“One of the better decisions I have made in my career is getting a handle on this. It really makes it easy for us to focus in on what we do best.”

MICHAEL MATELLI
MONTEREY MUSHROOMS
DIRECTOR OF INFORMATION SERVICES

CHALLENGE

Prior to vCom, Monterey had no centralized management of its telecom environment, so each facility managed its own telecom services and processed its own bills, with no overall control or analysis of expenditures. When the owner of the company wondered, “Why are we spending \$700,000 per year on communications?” the answer was elusive – it was simply a necessary expense that nobody had control over. There were multiple attempts to negotiate corporate-wide long-distance contracts to reduce costs, but they resulted in unfavorable contract renewals, and the company was still dealing with over 150 invoices per month.

SOLUTION

When Monterey partnered with vCom in 2006, they implemented vManager software, gaining visibility across services and locations. This allowed them to reduce costs and proactively manage their telecom expenses. They also streamlined operations by placing orders, managing trouble tickets, and receiving a single invoice that integrated with their accounting system.

Circuits Under Management

- 23

Challenges

- Lack of visibility and control over telecom expenses
- Processing more than 150 bills per month
- Facility managers unable to understand their costs

Impact

- 150 invoices reduced to one invoice
- Doubled network capacity and improved reliability
- More efficient management of telecom through a single point of contact for orders/changes and repairs

As the relationship grew, Monterey asked vCom to take over the management of its data services. The companies worked together to first design a new MPLS network. vCom did the leg work of exploring six different carrier options, helping to determine the best solution for Monterey, and negotiating the contract on their behalf, freeing up the Monterey IT team to manage their day-to-day operations. A few years later, Monterey and vCom kept up with the changing times by upgrading the network to DIA, allowing them more flexibility for their numerous locations. Each upgrade provided better SLAs, a more reliable network, and an internet-based backup solution. These migrations to new networks, led by vCom's professional services team, were seamless. vCom now supports the data network, which allows Monterey's network administrators to spend more time working directly with users.

RESULTS

Because of Monterey Mushrooms' distributed company structure, having vManager available to the Controllers at each of its facilities has been a key driver to the successful management of their telecom expenses. With full visibility into their infrastructure, they have been able to keep their telecom expenses essentially flat despite tremendous company growth and doubling the capacity of their data network.

- ✔ Circuits under management: 16
- ✔ Amount of carriers: 20
- ✔ 150 invoices down to one invoice

The IT team has also enjoyed much faster and easier management of repairs as well as new and change orders for telecom by working with vCom's professional services team as their single point of contact. In addition to these increased efficiencies, the AP (Accounts Payable) clerk has had a huge burden removed via the automated upload of pre-coded telecom expenses into the accounting system.

Monterey Mushrooms, with the support of vCom, continues to enjoy the benefits of effective IT lifecycle management, allowing them to focus on more strategic initiatives and make better decisions.

