

MANAGED SERVICES (MSP) CASE STUDY

**SOLVED FOR TROUBLED EXISTING MSP RELATIONSHIP
SOURCED NEW PROVIDER**

30-40%

SPEND REDUCTION

\$35K/MO

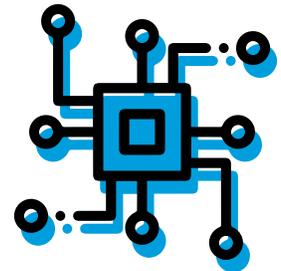
TYR ANNUALIZED SAVINGS

MANAGED IT

MOVED AWAY FROM ON-PREM VOICE
INFRASTRUCTURE TO CLOUD-BASED SOLUTION

SECURITY

MULTI-VENDOR SOLUTION TO ENABLE
TEAMS CALLING VIA DIRECT ROUTING PARTNERS



CLIENT PROFILE

- **Industry:** Financial Services | Retirement Plans
- **Revenue:** ~\$30m
- **Geography:** North America

SCOPE

- **In Scope Spend:** \$50-80k (monthly)
- **Locations:** 6
- **Employees:** ~250

GOALS

- **Eliminate Variable Cost Structure:** Solve for unpredictable and uncontrollable spend.
- **ITSM:** Deploy best practices to drive down trouble tickets and increase productivity
- **Improve Alignment:** Institute better alignment mechanisms with new provider
- **Nationwide:** Find vendor partner with nationwide footprint