



# HEALTHCARE CASE STUDY

## GoExceed Negotiates \$1.5 Million Discount On Wireless Carrier Contract

### CLIENT PROFILE

- Healthcare vertical
- 5,000+ wireless devices
- Verizon

### CHALLENGE

- Carriers competing for business
- Excess IT spend
- Lacked resources to effectively run cost analysis

### RESULTS

- \$1,500,000+ in savings
- Completely negotiated on client's behalf
- Stayed with carrier; no migration of devices

### CHALLENGE

The customer is a U.S.-based healthcare company with over 5,000 wireless devices deployed. Their IT spend was over budget, and with carrier contract renewals approaching, they deemed it necessary to negotiate pricing. Though Verizon was their wireless provider, AT&T was competing for the company's business – leaving IT management to negotiate pricing for 5,000 lines between two different providers. This momentous task overwhelmed their IT management, as they did not possess the time or tools to complete the cost analysis. Furthermore, switching to AT&T would create a tremendous undertaking to migrate every device to the new carrier. To make an informed decision that would best serve their IT budget, the company partnered with GoExceed.

### SOLUTIONS

First, our analysts obtained the company's billing history and analyzed their device data usage with our proprietary mobility software. Through analyzing data usage by line, we determined which data plan would fit best based on usage trends. This process also highlighted any excess costs from hidden fees or overage charges, which our team promptly eliminated - resulting in immediate cost reduction for the company.

Once our team understood the company's wireless device environment, the next step was to undertake negotiations between Verizon and AT&T. Contract negotiations are included in our usual services, but this was our first project on this scale. As wireless contracts tend to use vague or tricky wording which can hide hidden costs or fees, our analysts excel in translating contract language into actual costs for the client. We began negotiations on the company's behalf, while ensuring management was up to date on progress. As the carriers were competing for our client's business, there was an extensive back and forth process that ultimately took nearly 24 months to complete. It was time well spent: Verizon settled for a significant contract discount which amounted to over **\$1,500,000 in savings**.

### WIN

By partnering with GoExceed, the customer was able to stay with their preferred carrier, preventing a mass migration of devices. Our team freed their IT management of the extensive negotiation process, allowing them to focus their efforts elsewhere while our team handled the rest. Furthermore, we optimized the cost of their existing device lines, preventing further overages or unused line fees. Ultimately, GoExceed saved the customer over \$1,500,000 and helped restructure their wireless device environment.

