



*“At DRC we are focused on a high level of responsiveness that gives us a strong competitive advantage in the markets we serve. As CIO of DRC it is my business to keep IT focused on priorities that “differentiate our business”. Our partnership with Renodis allows us to keep that focus while they expertly manage our communications environment the way we would if it was our business. They continually exceed our expectations in top-notch service, diligent economics, and always have our best interests top of mind.”*

*- John Bandy, CIO, Data Recognition Corporation*

**30%↑**

increase in IT  
staff efficiency



reduced mobile  
security risk

**50%↓**

reduction in  
mobility costs



## CHALLENGE

John Bandy, CIO at DRC, knew they needed to “think differently” if they wanted to focus on differentiating their business.

### Business Challenges

- “Seasonal” environment causes peak times that require higher level of services and customized cost-effective solutions
- Limited financial management process, controls, or transparency

### Communications Challenges

- Employee changes caused uncompleted projects resulting in duplicate services and invoices
- Needed proactive MDM support
- Limited telecom expertise and experience
- Poor carrier visibility and support
- Struggled with ongoing management of communications services billing and cost allocation

#### INDUSTRY

Commercial Scientific  
Research Services

#### LOCATIONS

10+

#### EMPLOYEES

600 full time, 600+ seasonal

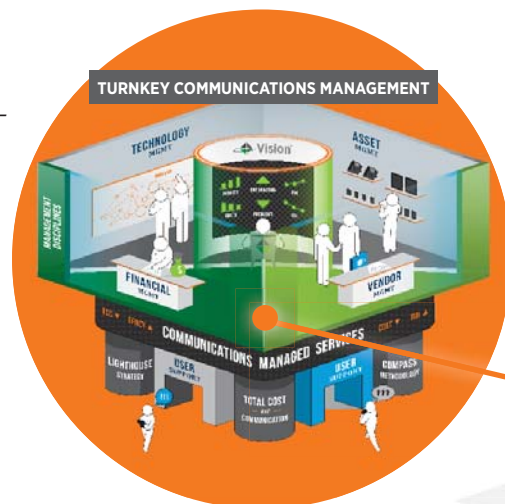
#### PRIMARY BUS DRIVERS

Driving innovation and technology, agility, client experience, responsiveness

## SOLUTION - Turnkey Communications Management™ (TCM)

TCM is the industry's first Turnkey Communications Managed Services solution focused on a seamless and superior experience for clients.

- End-to-end management of all communications
- Managed with first communications ERP Renodis Vision™
- “Un-telecom” experience
- Based on 5 Management Disciplines
  - Technology Mgmt
  - Asset Mgmt
  - Vendor Mgmt
  - Financial Mgmt
  - User Support Mgmt



## RESULTS

Renodis' TCM Solution measures, then maximizes value within four key dimensions. This allows visibility and shows specifically how TCM has added value.



### Technology

- Renodis monitoring solution, Beacon, improved response times and reduced downtime
- Customized solutions put in place handle seasonal spikes
- Reduced security risk due to enhanced MDM management



### Business

- Improved focus on IT related initiatives and technology to drive business value
- Ongoing cost optimization to manage costs and improve financial performance
- Improved employee productivity as a result of professional management of communications



### Economic

- Audit and financial management resulted in ongoing cost savings of 20% in Wireline and 50% in mobility
- Improved monthly reporting and visibility of communications services billing
- Renegotiation of MDM contract resulted in 30% savings



### Support

- Help desk integration increased internal productivity
- Accurate, real time visibility of communications services assets and inventory
- Renodis project management office assisted with relocation of data center facility

Connectivity Cost Per Employee Per Year

