

Case Study B

RETAIL COMPANY with 4000 Phones

SITUATION

- Customer needed helpdesk resources
- Was pretty sure that no savings were available
- IT was slammed

SOLUTION

- Audit current spend and Optimize Services
- On going optimization and analytics via TEM platform
- MACD Helpdesk

RESULTS

- **On-going Savings of \$756k per year - three quarters of a million dollars every year!**
- **Reduction of IT labor costs via monthly production of Detailed Cost Allocation reports**