BLUE PALADIN

RELIABLE IT • CYBERSECURITY • COMPLIANCE

# Solutions & Success

## THE INSIDE STORY

2024

www.bluepaladin.com

# We Cut Hundreds Out Of This Client's Phone Bill

Blue Paladin helped a client save hundreds of dollars on their phone bill by working directly with the vendor on their behalf. Without our help, they would have had to keep paying extra, which is just one example of why Vendor Management services are so important.

Modern businesses are required to work with a long list of vendors. You need Internet, phone, cloud services, IT support and more.

Managing these third parties isn't always easy. In addition to their actual duties, the management team at a given business also has to make sure their vendors are delivering the services they're being paid for, billing them correctly, and more.

In short, managing your vendors isn't easy, even at the best of times. That's why this client enlisted our help...

## This Client Was Paying $1400/Month For Their Phones

This client had been overpaying for their phone services for some time. Talking to the vendor about billing options wasn't easy either. They would get rerouted, given conflicting info, and had had no success in trying to lower their costs.

No matter how many new people they talked to, progress was never made. Timelines were extended, new contacts were brought in, and nothing got done.

That's when they turned to Blue Paladin for help.

## How Did Blue Paladin Help?

When Blue Paladin engages with any new client, our first step is a full asset collection and review of their current services and bills. As part of this process, we identified what seemed to be a very expensive phone service.

That's when Blue Paladin took over the process. We engaged with the representative and, over the course of nearly two dozen phone calls and ten service tickets, determined that the client would be better off switching to a different phone service.

## What Was The End Result For This Client?

As a result of the process, we were able to save this client hundreds of dollars on their monthly phone bill, amounting to thousands in reduced expenses every year.

This is just one example of why Vendor Management is so important. No one can be an expert in all things. Having someone available to watch over or discuss your organization's needs before an order is placed, can help avoid issues like this client experienced.

Vendor Management goes beyond just internet services too - it deals with all your organization's third-party vendors. Copiers, telephone services, shredding services, cloud services, software applications, and licensing are just a few of the vendors that Blue Paladin could manage for you.

## Need Someone To Handle Your Tricky Vendors?

We are all busy today, and technology is changing so quickly, which makes keeping up with the latest and greatest options and knowing what is best for your organization a full-time job.

If your organization cannot dedicate someone to this role, then you should consider working with Blue Paladin instead. We will provide you with vendor management services and be on the lookout for your organization's best interests.

If you're unsure of how you're being treated by your vendors, get in touch with the Blue Paladin team. We're here to help.

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