

# Support Desk case study

An international Glass Manufacturer has over 120 locations and more than 2,200 land lines to manage. The management of this number of lines was too much for the customer to handle in-house and outsourced the Moves, Adds, Changes and Disconnects for all locations to RadiusPoint. Approximately 80% of the landlines were provided by one local vendor and the remaining lines were provided by multiple vendors.

The initial issues began when the one major vendor began taking over all of the other lines into a consolidated Managed Care account. Even though there was a charge per line and the major vendor had the majority of the lines billed on one billing platform, there were still issues with getting orders placed in a timely manner or in troubleshooting problems. The issues experienced compounded even further when the major vendor had to place orders with or work with the smaller local service providers.

Many of the locations experienced serious frustration when they were paying monthly for a service that they were not using. The Managed service offered by this vendor billed per line on a monthly basis and many of the locations did not have a need for the services.

## solution

RadiusPoint analyzed the situation and determined that this Manufacturer would be better off with a pay-per-use agreement. This solution involved:

1. The locations needing assistance would correspond with RadiusPoint through ExpenseLogic, RadiusPoint's proprietary software.
2. An automated response gave the location the assurance that their order or trouble had been reported correctly.
3. Changes to the billing flowed through to the ExpenseLogic Invoice Processing platform to ensure accuracy in billing and payment.
4. The savings were astounding and affected every location.

## results

The savings realized by this Manufacturer using RadiusPoint's Professional Services with respect to the Support Desk was over \$100,000.00 for one year.

# what are your pain points?



lack of  
RESOURCES



lack of  
INVENTORY



lack of  
AUTOMATION



decentralized  
SPENDING



insufficient  
EXPERTISE

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