



# vCom Network & Mobility Lifecycle Management

Understand how and where you spend

February 2025

What's happening in the market

# What's happening in the market

Inefficient network and mobility lifecycle management incurs massive costs



**30%** IT budget is wasted due to lack of visibility on spend



**\$5.45 M** average annual cost to replace lost mobile devices



**45%** of organizations overpay for technology and telecom expenses

# Challenges companies like yours face

Your status quo might be costing you more than it should

Manual spreadsheets and inefficient processes



Too many needs, vendors, and complex integrations



Disjointed systems, slow invoices, and hidden costs



# How your advisor helps



## **INDUSTRY EXPERTISE**

Leverage guidance and professional services that evaluate, design, and implement tailored network and mobility solutions that are aligned with your critical business initiatives.



## **CENTRALIZE YOUR SPEND**

Partner with experts who understand your network and mobility needs and centralize all your vendor relationships under one master agreement and within a single platform for complete visibility and control.



## **COST OPTIMIZATION**

Benefit from solutions that provide automated network and mobility expense management and analysis tools that reveal the true cost of your technology investments and drive smarter decisions.

# Centralize your spend and save time and money

## ENERGY

EV Charging | Water & Waste  
Electricity | Natural Gas | Solar

## MANAGED SERVICES

NOC | SOC | Professional Services  
SmartSupport | Asset Management

## SECURITY

Physical Security | Network Security  
Endpoint Security | Cloud Security | SASE

## CLOUD INFRASTRUCTURE

Public, Private, & Hybrid Cloud  
Data Center & Colocation | Disaster Recovery

## CONNECTIVITY & SD-WAN

Fiber | Cable | Wireless | Satellite | TEM

## MOBILITY & IoT

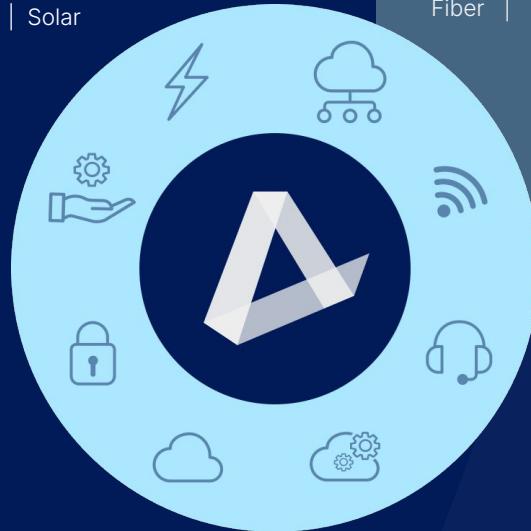
Wireless Services | Internet of Things (IoT)  
Managed Mobility | Expense Management (WEM)

## CUSTOMER EXPERIENCE (CX)

UCaaS | Contact Center | CPaaS | SMS  
Analytics | Artificial Intelligence (AI)

## SOFTWARE AS A SERVICE

Microsoft | Google | ERP | CRM | Productivity | Business  
Applications | IT Management | BI



Introducing vCom

Why you need lifecycle management

Companies have reached  
a crossroads – adapt and  
evolve or fall behind



# Getting stuck in the status quo

Let's face it. Managing technology assets and expenses is no picnic. Over the years, IT and Finance teams have done what was necessary, adopting manual approaches, mostly spreadsheets and one-time audits, to cope. However, today's pace of change, the growing tech ecosystem and competition for talent has made it difficult to keep up. Old habits and traditional approaches are not producing the best results and teams are exhausted, getting stuck in the status quo.



# Taking you from good to great

Siloed



Centralized

Sporadic



Continuous

Manual



Automatic

Reduction



Optimization

Reactive



Proactive

# Enterprise solutions made just for you

Everything IT and Finance teams need to improve efficiencies, control costs and make informed decisions from data, including:

## Planning & Procurement

- ✓ Solution Design
- ✓ Sourcing
- ✓ Contract Management

## Operations Management

- ✓ Order Management
- ✓ Asset Management
- ✓ Service & Support

## Expense Management

- ✓ Invoice Management
- ✓ Accounting
- ✓ Analytics

# Planning and Procurement

Get tools and expertise to buy at the absolute best price from a vendor agnostic partner

## Solution Design



- ✓ Infrastructure Audit
- ✓ Vendor Scorecard
- ✓ RFP Development
- ✓ Capacity Planning
- ✓ Subject Matter Expertise

## Sourcing



- ✓ Vendor Agnostic Marketplace
- ✓ Proposal and Quote Management
- ✓ Custom Pricing Catalog
- ✓ Vendor Availability Finder

## Contract Management



- ✓ Contract Negotiations and Review
- ✓ Document Center
- ✓ Aggregated Buying Power

# Operations Management

Accurately track and manage your IT assets, orders, projects, and tickets without worry

## Order Management



- ✓ Moves, Adds, Changes, Disconnects (MACD) Order Portal
- ✓ MACD Project Management

## Asset Management



- ✓ Centralized Asset Database
- ✓ Customer Managed Assets
- ✓ Asset to Invoice Linking

## Service and Support



- ✓ Vendor Ticketing Portal
- ✓ Vendor Escalation and Troubleshooting
- ✓ Customer Managed Tickets
- ✓ Network Operations Center (NOC) and Traffic Monitoring

# Expense Management

Simplify and streamline how you pay, allocate and analyze your IT expenses

## Invoice Management



- ✓ Invoice Database
- ✓ Invoice Language Standardization
- ✓ Automated Invoice Approval Workflow
- ✓ Variance Flagging and Resolution (with Mobile Lifecycle Management)

## Accounting



- ✓ Managed Pay with Payment Tracking
- ✓ Automated General Ledger (GL) Coding and Cost Center Allocations
- ✓ Batched Accounts Payable (AP) Posting Files

## Analytics



- ✓ 100+ Reports and Charts
- ✓ Community Intelligence
- ✓ Utilization Reporting
- ✓ Mobile Cost Optimization (with Mobile Lifecycle Management)

How AppDirect supports you

# Value-Added Services



## **PROJECT MANAGEMENT**

Project Managers that assist in onboarding, organizing and streamlining strategic initiatives, technology upgrades, and lifecycle management.



## **PREMIUM TECHNICAL SUPPORT**

Complete technical support for your operating systems, security, and device management. Expert help for all your technology - from computers and phones to peripherals and smart devices.



## **NETWORK MANAGEMENT** (MONITORING & FIELD SERVICES)

End-to-end network management including 24/7 monitoring, incident response, and on-site support for all your network devices. Complete lifecycle services from procurement and staging to maintenance of your entire network infrastructure.



## **IT ASSET MANAGEMENT** (HARDWARE LIFECYCLE MANAGEMENT)

Secure storage facilities to house and deliver lifecycle services for your equipment; including inventory management, staging, configuration, testing, assembly, and more.





Extend your team with  
our specialists



### **Solution Engineers**

Boost solution designs with technical expertise in customer discovery and qualification.



### **Solution Architects**

Confidently present solutions scoped, designed, and vetted by experts.

Case studies

# Success Story: CPI Security



CPI Security, a leading provider of home monitoring and alarm solutions, offers an all-in-one integrated system for its customers. However, their IT environment lacked a similarly unified solution.

## IT Assets Included

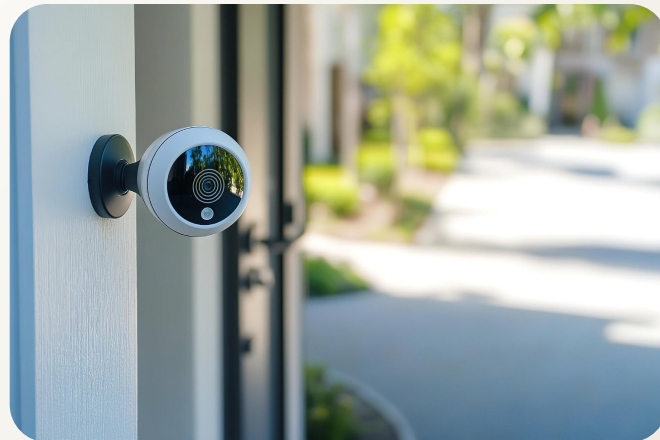
1,500 Mobile Devices

## vCom Partner Advisor



## Customer Challenges

- ✓ Other engaged vendors demanded significant effort from an already overstretched IT team
- ✓ Limited visibility into the mobile environment, resulted in overspending on unused lines
- ✓ Managing MACD (Moves, Adds, Changes, Deletes) processes consumed valuable time and resources



### Partner Opportunity and Engagement

- ✓ OPKALLA was originally engaged by TSD
- ✓ Two dedicated prep calls reviewing function and customer needs
- ✓ CPI was inconsistent to commit, but vCom team stayed engaged and ultimately closed the deal

### Solution

- ✓ Initial management of existing environment assumed by vCom with future-focused transition plan
- ✓ Immediate visibility into current environment to identify overspend and unnecessary plans
- ✓ MACD order management and automated financial reporting from day one in vManager

## Outcomes

- ✓ Over \$11K in monthly mobile savings for customer
- ✓ More efficient mobile management for orders/changes and expenses
- ✓ \$5,899.99 in partner monthly commissions earned, with more coming as services transferred to QuantumShift

**“We’ve been working with multiple mobility solutions for years... I think vCom has an AWESOME ability and we’re looking for more ways to engage vCom.”**

Aaron Bock, OPKALLA Managing Partner



# Success Story



WILBUR-ELLIS

Family owned since 1921, Wilbur-Ellis is a leading international marketer and distributor of agricultural products, animal nutrition and specialty chemicals and ingredients.

## Challenges

- ✔ IT silos at 250 locations
- ✔ No centralized visibility into services or spend
- ✔ Non-payment shut offs and late fees

## Solution

- ✔ Centralized assets within vManager
- ✔ Standardization across branches to take advantage of pricing volumes
- ✔ Tactical execution and team extension

## Outcomes

- ✔ Reduced costs, improved network speeds and better governance
- ✔ Single support team with reduced downtime and improved satisfaction
- ✔ Automated processes that save days of labor each month

“vCom is a great resource, helping us service and source products, cutting costs and improving our ability to deliver.”



# Success Story



GOODWILL OF CENTRAL  
& SOUTHERN INDIANA

Goodwill of Central and Southern Indiana operates more than 70 retail locations, charter schools for adults and youth, a maternal-child health program, a childcare center, and more.

## Challenges

- ✔ Small IT team stretched to capacity
- ✔ Service tickets for 20 carriers covering 120 locations
- ✔ Lack of visibility into inventory

## Solution

- ✔ Moved services under vCom management
- ✔ Assigned consistent, dedicated team to manage all trouble tickets
- ✔ Leveraged vManager for centralized control of spend

## Outcomes

- ✔ Single invoice for all locations, carriers and products
- ✔ Streamlined support with one team for all issues
- ✔ Significant cost savings going back to the bottom line

“vCom is the gold standard for our IT service vendor partnerships. Our support headaches went away because vCom takes care of it and chases our tickets. Plus, we know that we’re going to get the best prices that we can get.”



# Success Story



Founded in 1971, Monterey Mushrooms is a leading vertically-integrated researcher, developer, grower, and marketer of premium mushrooms, mushroom genetics, and mushroom ingredients.

## Challenges

- ✓ Lack of visibility and control over telecom expenses
- ✓ Processing more than 150 bills per month
- ✓ Facility managers unable to understand their costs

## Solution

- ✓ Moved all services under vCom management
- ✓ Employed vManager to improve visibility and automate cost allocation
- ✓ Designed and managed migration to improved data network

## Outcomes

- ✓ Increased visibility, doubled network capability and improved reliability
- ✓ Automated generation of GL-coded AP file for upload into accounting system
- ✓ More efficient management for orders/changes and repairs

“Because we have the right management tools, we’ve been able to streamline our telecom environment to keep our costs flat, despite providing increased speed and volume for our users.”



# Success Story

The logo for Duane Morris, featuring the name in a serif font with a registered trademark symbol.

Among the 100 largest law firms in the world, Duane Morris LLP has more than 900 attorneys in offices across the United States and internationally.

## Challenges

- ✔ Multi-site and multi-carrier network infrastructure
- ✔ Lack of visibility into technology spend and inventory
- ✔ 150+ monthly invoices, including GL coding and AP posting

## Solution

- ✔ Moved all services under vCom management
- ✔ Leveraged vManager for operational and accounting management of spend
- ✔ Managed migration to new technology

## Outcomes

- ✔ Single invoice for all offices, carriers and products
- ✔ Single support team nationwide
- ✔ Automated processes that save days of labor each month

“vCom helps us greatly streamline our own process and handle far more work with the same resources. We also know exactly what services we have across the enterprise and what our cost truly is.”





# Success Story



Stanford Health Care is part of Stanford Medicine, a leading academic health system that includes the Stanford University School of Medicine, Stanford Health Care, and Stanford Children's Health, with Lucile Packard Children's Hospital.

## Challenges

- ✔ Multiple carrier networks
- ✔ Tracking inventory and validating rates inside 50+ invoices each month
- ✔ Limited resources for major infrastructure projects

## Solution

- ✔ Consolidated management of voice and data services under vCom
- ✔ Sourced and implemented high-speed data services to support telemedicine
- ✔ Designed, sourced and implemented fully redundant network architecture

## Outcomes

- ✔ Extended IT team with subject matter expertise
- ✔ Single invoice for all telecom expenses
- ✔ Cost and time savings due to visibility and automation provided by vManager

“vCom was instrumental in supporting our network implementation. They drove the carriers to meet their timelines and requirement with their expertise, dedication and exceptional project management skills.”



# Success Story



Envista is a global family of more than 30 trusted dental brands currently operating in 120+ countries worldwide.

## Challenges

- ✔ Two few resources to manage a global migration to SD-WAN
- ✔ Limited visibility into global providers
- ✔ No centralization – swiveling between multiple portals

## Solution

- ✔ Managed daily migration details for each of the 100 global locations
- ✔ Global access to local CLECs provider / more provider options in each country
- ✔ Negotiated termination/migration of contracted services with no penalties

## Outcomes

- ✔ 60% decrease in network costs – \$3M in three years
- ✔ Centralized portal resulting in 10 hours per week saved
- ✔ Automated payment reduced late fees and ensures business continuity

“I can 100% recommend vCom. There was always a 100% timely response...the team always makes an effort to stay close to us to understand what we were doing.”



# Success Story



Founded in 2003, Nations Lending Corporation™ is one of the fastest-growing mortgage lenders in the U.S.

## Challenges

- ✓ Three employees managing 90 locations
- ✓ Redundant IT payments
- ✓ No documentation or visibility into inventory

## Solution

- ✓ Account consolidation
- ✓ Invoice management
- ✓ RFP management

## Outcomes

- ✓ Significant cost reduction and late fee avoidance
- ✓ Time savings for multiple departments
- ✓ Ability to scale quickly without creating a new department

“vCom is the best fit for us because it allows the flexibility to scale without adding more people. Over time, it can save a department's worth of budget and time.”



# Success Story



**Established in 1975 and headquartered in California, Tri Counties Bank has assets of almost \$10 billion.**

## Challenges

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- ✔ 150+ monthly invoices, including GL coding and AP Posting

## Solution

- ✔ Moved all services under vCom management
- ✔ Leveraged vManager for operational and accounting management of spend
- ✔ Managed migrations to new technology

## Outcomes

- ✔ Single invoice for all offices, carriers and products
- ✔ Single support team nationwide
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# Thank You

