vCom Network & Mobility Lifecycle Management

Understand how and where you spend

February 2025

What's happening in the market?

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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

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Challenges companies like yours face

Your status quo might be costing you more than it should

Manual spreadsheets and inefficient processes

73%
of unplanned downtime is caused by human error

Too many needs, vendors, and complex integrations

95%
of senior IT executives plan to consolidate vendors

Disjointed systems, slow invoices, and hidden costs

67%
of organizations report insufficient data visibility and governance

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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.

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ENERGY

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

COMMUNICATIONS SOLUTIONS

Data | Network | Mobility & IoT | Satellite
SD-WAN | SASE | TEM | UCaaS | CCaaS

MANAGED & PRO SERVICES

Network (NOC) & Cloud Monitoring | SOC
Technical Support | Professional Services

SOFTWARE AS A SERVICE

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

HARDWARE & LOGISTICS

PCs | Laptops | Phones | Monitors | Digital Displays
Hardware Services & Logistics

ARTIFICIAL INTELLIGENCE

Large-Language Models | Agentic AI | Copilot |
Gemini | Chat Bots | Customer Experience

SECURITY

Physical Security | Network Security
Endpoint Security | Cloud Security

INFRASTRUCTURE

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

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Introducing vCom
Why you need network & mobility lifecycle management

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

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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**

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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

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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

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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

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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 gnd 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)

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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.

HARDWARE & LOGISTICS

Deliver and manage end-user hardware (laptops, phones, etc); including inventory management, staging, configuration, testing, assembly, retrieval, secure disposal, and more.

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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

OPKALLA
IT SOLUTIONS REIMAGINED

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

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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

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

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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."

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Success Story

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

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."

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Success Story

tri counties bank
Service With Solutions®

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

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 migrations to new technology

Outcomes

- Single invoice for all offices, carriers and products
- Single support team nationwide
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"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."

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Thank You

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