

Dedicated, Relentless Service for Optimizing Your Business Technology

Find the partner who climbs every mountain it takes to reduce your expenses and find the right telecom and IT solutions to reach your goals.



SERVIAM
Telecom and IT Vendor Management

Whatever it takes, **We will serve.**

Telecom and IT vendors' support resources aren't built to dig in deep. They're narrow in scope and can't provide the **guidance** and **service** you need to reach your goals. The burden of filling this gap often shifts to and overwhelms internal teams.

Serviam's **Telecom and IT Vendor Management** team steps in to fill the gap. Our name is Latin for "I will serve," and we do everything it takes to make sure you get the most out of your vendor relationships and budget.

We conquer the mountains of work needed to optimize your business technology while you and your team stay focused on your business goals.

Serviam partners with your existing team to provide . . .



A Strategic Roadmap

Know every step needed for your digital transformation.



A Financial Strategy

Fund your digital transformation with minimal impact to your budget.



Expense Reduction

Secure the best possible rates and use those savings to fund new initiatives.



Expert Negotiations

Gain maximum contractual flexibility so you can pivot and respond to change.



Project Management

Have the expert support you need for the changes you need to make.



Ongoing Support

Gain long-term support for escalations, savings validations, and much more.



One Point of Contact

Streamline the management of your telecom and IT vendors.



Vendor-Agnostic Guidance

Make sure your needs always come first.



Greater Stability

Trade rotating vendor reps for a consistent, long-term strategic partner.



Industry Leverage

Get stronger results and resolve problems faster through our industry relationships.



Here's how we prove our value and earn your trust.

1

Guidance

We listen and assess your unique telecom situation. Then, we guide you to better technological and contractual solutions.

2

Service

Serviam negotiates maximum savings and flexibility for your contracts and project manages the necessary transitions.

3

Partnership

We stay with you to make sure vendors fulfill their promises and support your ever-changing business requirements.

Serviam is unique. I have more trust in them, and I feel they are truly looking out for us. If I have a problem, they just take care of it. If there's a big problem, they have the relationships to contact who can actually get things done.

- Director of IT, Financial Services Firm

They're like an extension of my IT department that doesn't cost me anything. The rest are just agents. They've become good friends, and they've added a lot of value to our company.

- CFO, International Hospitality Group



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We know how important it is to have **Support you can rely on.**

"Whatever it takes" is a big promise, so we've invested heavily in building support teams who can **overcome any telecom and IT challenge blocking your path.**

✓ **Account Management Team**

You'll have one, simple point of contact for managing your telecom and IT vendors with support for escalations, billing, and much more.

✓ **Solutions Team**

This team identifies, evaluates, and provides recommendations that offer the best combination of quality and cost.

✓ **Project Management Team**

We also provide project management services for multi-site projects, RFP's, and UCaaS/CCaaS implementations.

✓ **Financial Analysis Team**

This team aggregates your invoices to validate the savings you negotiated and identify further opportunities for reducing costs



Serviam's support teams have a proven ability to **Reduce expenses** and **enhance service.**

Proven Results

- Over the course of our 10-year partnership, a nationwide residential services firm has cut its spending with a vendor **in half** and reduced their annual commit by **\$840K** while still making forward strides in their technological capabilities.
- To pave the way for a financial services firm's migration to SD-WAN, Serviam negotiated a renewal agreement for their MPLS network, resulting in **20% cost savings**, bandwidth **upgrades** for several locations, and the flexibility to transition services to SD-WAN with **no termination liability**.
- Managed a competitive bid process for a retail client with **1,400 locations**, helping them avoid a costly and prolonged RFP process and saving them over 300 headcount hours.



Serviam's clients reduce their telecom and IT expenses by an **average of 30%**



We maintain a **97% retention rate** with our clients



We provide services for **3 of the 10 largest** privately-owned firms in the country as well as **multiple Fortune 1000** companies.

"Our company has worked with Serviam for many years, and we enjoy the value that they bring to the negotiation and implementation table. Between the owners and team members, they provide fantastic expertise in the industry, and this knowledge gives them a strategic edge within the market."

- Senior Strategic Buyer, Privately-Held International Conglomerate



What's your **Next challenge?**

Telecom and IT Vendor Management conquers them for you. Serviam empowers digital transformation for solutions like....



Cloud Computing

Determine what should be moved to the cloud and how.



SD-Wan & Data Networking

Determine what should be moved to the cloud and how.



Voice & Collaboration

Determine what should be moved to the cloud and how.



Mobility & IoT

Determine what should be moved to the cloud and how.



Security Solutions

Unify your siloed security solutions into one, powerful strategy.



Managed Services

Determine what should be moved to the cloud and how.

Visit our website at serviamco.com to learn more about our approach to each of these technologies.



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Telecom and IT Vendor Management

Lifecycle Management at Serviam

Lifecycle Management is the process we use to **conquer your challenges** with business technology.

Serviam provides a constant cycle of **guidance** and **support** to help you save more money, gain maximum flexibility in your contracts, and enhance your IT environment.



Business Imperatives

- Establish organizational goals and overall business objectives.
- Evaluate the current environment.
- Identify gaps and desired outcomes.

Solution Development

- Develop and evaluate solution alternatives that meet the objectives.
- Compare solutions on an “apples-to-apples” Total Cost of Ownership (TCO) basis.
- Represent all carrier and service provider options from a vendor-neutral perspective.

Deal Negotiation

- Align with your procurement organization and guidelines to create the optimal, competitive bidding process and ensure the best pricing structure.
- Ensure the contract includes industry-leading SLAs and conditions.
- Identify potential “hidden” or “soft” costs which can dramatically impact your TCO.

Solution Deployment

- Supplement your staff by providing project management support.
- Address challenges through effective collaboration with the vendor.
- Ensure installed solution meets all technical, performance, and economic objectives.

Ongoing Support

- Escalate trouble issues as necessary.
- Provide MACD support and manage contractual adjustments as needed.
- Provide quarterly business reviews to validate solution performance and viability.
- (Extra Services) Provide monthly invoice reconciliation, submit billing disputes, and consolidate financial reporting to ensure complete visibility into budget impacts.

Schedule a Consultation at
serviamco.com





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