

Telecom Management: New Contracts & Renewals

Challenge

Telecom contracts are complex. Organizations may work with multiple vendors, and each vendor has its own contract language and terms. To effectively manage a telecom contract, an organization must thoroughly understand the contract terms and language for each vendor, service level agreements (SLAs), and goals. Contract management should include noting and tracking contract end dates and notification requirements.

Use Case

What happens when a contract renewal is coming up, and a business doesn't have the time or resources needed to devote to it? One of our clients was facing a contract renewal in two months. They had 85 sites, and every one required an individual circuit. The internal team knew they couldn't manage the review process, procurement, and renewal in just two months, and they also knew they couldn't handle the implementation either.

Solution

BlueSky IT Partners, serving as agent of record, provided them with a shortlist of options so they could strategically choose the best one for their needs. We obtained five bids for different tech stacks, including implementation, for all 85 sites within 60 days, allowing them to meet their contract renewal deadline without overtaxing their technology team.

Impact

Simultaneously negotiating the contract for all sites lowered overall costs, and the business had the option to stay with the current provider or move to another.

BlueSky IT Partners works with clients that don't have the IT resources or the necessary experience with telecom contracts. With over 160 carriers in our portfolio, BlueSky IT Partners is well-versed in the service offerings, contract language, service fees, service level agreements, and customer service of both major and regional players in the telecom market and can guide the contract process.