

GOODWILL OF CENTRAL
& SOUTHERN INDIANA

vCom works with Goodwill Indy to transform their technology management strategy, providing better business intelligence as well as significant financial and time savings.



Background

Goodwill of Central and Southern Indiana is one of the largest of the more than 160 Goodwill chapters in North America. Serving 39 Indiana counties, Goodwill Indy operates more than 70 retail locations, charter schools for adults and youth, a maternal-child health program, a child care center, and more. Goodwill Indy's Technology Services team is responsible for monitoring and innovating IT needs for all of these locations, the corporate office, commercial services, and supporting the organization's 5,000 employees.

"vCom is the gold standard for our IT service vendor partnerships."

Bill Clark, VP of Information Systems

Challenge

With a staff of only six dedicated to managing all of Goodwill Indy's many IT and infrastructure challenges, working optimally and lean has become a priority. Following the merger in 2017 that brought two of the state's largest Goodwill's together as one entity, Goodwill Indy's team was tasked with managing more than 20 different telco providers, a job made more difficult by the lack of consistent contact across the providers and no documentation on any of their circuits. In fact, the lack of visibility into their telco network was a series challenge, particularly when it came to managing service disruptions or repairs for close to 120 locations.

Challenge

- Small IT team stretched to capacity
- Manage service tickets for 20 carriers covering 75+ locations
- Lack of visibility into inventory

Solution

- Move services under vCom management
- Assign consistent, dedicated team to manage all trouble tickets
- Leverage vManager for centralized control of spend

Benefits

- A single invoice for all locations, carriers, and products
- One support team for all issues
- Significant cost savings going back to bottom line

By the Numbers

Locations Under Management

120

Employees Across Indiana

5,000

Trouble Ticket Time Savings

8 hours
(per week)

Improved Broadband Speed

173%

Transformation

Having worked with aggregators in the past, Bill Clark knew that was the place to start and called on vCom. "We wanted one point of contact for our support model. Plus, when you get into aggregation you get better price points," said Clark. The vCom team immediately began working with the Goodwill team on a Buyer's Journey to map the needs of the organization and consolidate and aggregate their telco spend to vCom's management, adjusting contract terms and conditions as contracts expired and performing RFP's for new services. This process included the normalizing of invoices into a consistent set of terms and consolidating them into one single invoice detailing every activity. The vCom team took over the management of all new service fulfillment and ownership of service tickets. At the same time, the team began porting over more than 1,500 numbers from Verizon to TMobile, decommissioned expensive analog lines for faxes in favor of efax accounts, and created a centralized inventory for everything in vCom's vManager spend management platform.

Results

"vCom is the gold standard for our IT service vendor partnerships," said Clark. The ongoing relationship has yielded significant benefits and enabled the Goodwill Indy IT team to streamline their operations and focus less on the tactical and more on strategic initiatives. With vCom managing trouble tickets, Goodwill Indy has improved business continuity, gained 8-hours per week back into their schedules and saved an estimated 20 hours per location for each store opening. Financially, Goodwill Indy saw a savings of \$76,000 in one year after switching mobile carriers. An additional \$60,000 per year in liquidity was delivered back to the bottom line by migrating to an efax solution and procuring lower circuit costs through vCom's Buyers' Club. They were able to increase broadband speeds while cutting costs by more than \$430 a month at 20 locations (an additional \$120,000 savings). What's more, with vManager, the ability to track, monitor, and report on their IT/telecom assets has enabled swifter decision making and substantially supported the organization's ongoing strategic efforts to update their network.



"Our support headaches went away because vCom takes care of it and chases our tickets. And it's easy to make decisions with that. Plus, we know that we're going to get the best prices that we can get."

Bill Clark, VP of Information Systems

About vCom

vCom Solutions provides time, information, and savings opportunities to transform your IT organization.



For more information,
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