

vCom Success Story



+ **GARDAWORLD**

GardaWorld protects their customers' cash; we protect theirs.



Background

GardaWorld provides comprehensive cash management solutions for banking and retail businesses. Their Cash Services platform, successfully established in Quebec, Ontario and across the United States, has the most expansive footprint in North America. Their 10,000 cash services employees process over \$5 billion in currency from 200+ secure transaction centers. GardaWorld's innovative technology and expertise in logistics assist their clients to securely and efficiently move and manage cash and other valuables so they can enjoy greater productivity and profitability.

"Our 20-year partnership with vCom continues to grow. QuantumShift, vCom's buyers' club, affords us the value of consolidating a myriad of best-of-breed service providers across multiple technologies and geographies on one invoice and through one team, while maintaining the level of service we have grown accustomed to from vCom. Having those IT services fully integrated into vCom's spend management platform, vManager, gives our IT and finance teams the tools that we need to effectively manage our IT spend."

Dominique Fournier - VP, IT Solutions

Challenge

GardaWorld's Cash Services platform requires 100% uptime for its voice and data networks to ensure the safety of its employees, protection of clients' valuables and timely processing of client transactions. With a national footprint, GardaWorld requires strict security and uptime. Prior to vCom, GardaWorld managed multiple telecom/data carriers, multiple technologies and hundreds of monthly invoices. With significant M&A and organic growth, timely installation and the ongoing support of an expanding network were critical to ensure uninterrupted operation of its business. GardaWorld needed a partner with the expertise to design a fault-tolerant architecture, vet and source "right fit" data and telecom carriers and the tools to effectively manage its wireline, mobile and collaboration spend, and streamline its processes.

Challenge

- Hundreds of monthly invoices
- 200+ locations with frequent critical changes
- Complex cost allocation scheme

Solution

- Migrated technology under management
- Sourced and installed best-of-breed network services
- Consolidated billing and automated cost allocation

Benefits

- A single platform for wireline, mobile & collaboration management
- Customized GL coding / AP posting integrated with ERP system
- Substantial savings while improving performance

By the Numbers

Locations in
North America

200+

Cash Processed
Each Month

\$5 Billion

Dedicated
Professionals

10,000+

Daily
Pick-Ups

100,000

Transformation

GardaWorld migrated all of its services to vCom, a single managed service provider that understood GardaWorld's stringent requirements and negotiated with various carriers to meet GardaWorld's needs. All services and inventory were consolidated under vCom's purview, to be managed through its cloud-based management platform, vManager. All sourcing, order management, trouble escalation, service changes and inventory were handled by vCom's professional services team. vCom worked closely with GardaWorld's IT team to customize reporting and enhanced the functionality of the vManager software to better meet GardaWorld's unique business needs.

Results

To ensure fault tolerance and uptime, vCom worked closely with GardaWorld's IT Team to identify requirements, source various carrier options, and manage deployment. GardaWorld achieved a robust voice and data network to meet its 100% uptime objective while significantly reducing its expense. Further GardaWorld received a single bill for all of its many disparate wireline and collaboration services. Mobile invoices were standardized and automatically GL-coded monthly. The custom-designed GL coding and AP posting integrated directly with GardaWorld's J.D. Edwards ERP system to meet its complex cost allocation scheme and eliminate manual labor. As a result of this automation, they were able to reallocate one FTE who had previously been devoted to invoice processing. In addition to efficiency, GardaWorld also gained complete visibility and control over technology spend across its entire portfolio of services and locations, which would have been impossible to attain with hundreds of monthly paper invoices. Finally, GardaWorld now had a single point of contact for all its technology needs.



"If it were not for vCom's structure and approach, GardaWorld would not be able to maintain services and analyze billing as efficiently, and would not be able to support the company's branches and employees as swiftly."

Kristen Salmon

- Telecommunications Administrator

About vCom

We're revolutionizing how technology expenses are managed. We've been leading this quiet revolution for over 20 years, delivering the products, platform, and people to manage our customers' business technology and deliver visibility, control, and cost savings.



For more information,
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