EnTele-Bundle

EnTelegent Telecom Management

Regional Tire

Regional Tire operates tire retail, wholesale and distribution facilities throughout Ohio, Georgia and Texas. They have 50 retail stores and 11 wholesale distribution centers and 1 tire retreading facility.

The Facts

Regional's telecom needs are similar to other wholesale/retail suppliers. Data services are used to communicate inventory and sales transaction information. Voice services are needed to support consumer and commercial sales activity as well as organizational communication and control. Their service set includes POTS, ADSL, DIA, long distance and MPLS services.

The Challenge

Regional's challenges were two-fold. First, they were not convinced the rates they were paying for their services were competitive. Their previous vendors, while providing good service, had not approached Regional with new proposals or pricing. Second, none of their carriers could serve all of Regional's areas. Having multiple vendors meant dealing with multiple bills, multiple customer care 800 numbers, and multiple rate structures.

Regional Tire needed a way to retain quality telecom services, but find ways to reduce cost and streamline the number of vendors while gaining control over the total telecommunications environment.

The Process

Their agent recommended EnTelegent Solutions selected carrier services and EnTele-Bundle services.

EnTelegent quoted Regional's services and was able to save them 15% on the quoted services. Many services remained on the original carriers' networks and Regional retained the quality service they expected while consolidating to one vendor for overall telecommunications management.

Part of Regional's service was an MPLS data network which was still under term agreement with another provider. Since changing providers was not a viable option, EnTelegent proposed its EnTele-Bundle service, under which the MPLS network is simply re-billed through EnTelegent to Regional Tire.

Additionally, Regional benefitted from EnTelegent's customer portal, which provides access to inventory reporting as well as a one-stop-shop for handling of customer care and repair issues.

Summary

With EnTelegent, Regional was able to keep high quality services, lower overall cost and simplify by dealing with only one vendor.

"EnTelegent met our needs. They significantly reduced our overall monthly spend as well as simplified our operation by streamlining our billing and support function. "

Regional Tire VP/CIO