

Contec upgrades their technology and discovers more than \$100,000 in savings by working with Premier Technology Advisors.

Problem/ Situation

CONTEC NEEDED TO BE ABLE TO BETTER COMMUNICATE ACROSS MULTIPLE LOCATIONS.

Contec is a technology-repair and logistics company with eight locations around the world. For thirty-five years, they've been performing clean and screen activities, electronics repair, as well as bulk and direct-to-consumer fulfillment.

Being a fairly dispersed company that's heavily involved with both IT and engineering, Contec needed to be able to better communicate across multiple locations. They were in search of a vendor that could provide hyper-converged infrastructure solutions as well as refresh some of their servers. During that search, another vendor actually recommended they speak with Premier Technology Advisors, with whom they developed a partnership that quickly flourished.

"Premier Technology Advisors was so helpful and did such a great job that we decided to see if there were some other services that they provided that could be helpful for us," said Jason Burns, Senior IT Manager of Contec.

Solution



[OUR REP AT PREMIER TECHNOLOGY ADVISORS] HELPED US NEGOTIATE A TON OF SAVINGS ON A NEW PLATFORM."

Premier Technology Advisors has facilitated a wide range of system upgrades and contract negotiations for Contec, "Helping refresh and install new platforms that enable us to better communicate with each other, better interact with each other, and provide a higher level of IT service," said Jason.

As a solution provider for many clients, Premier Technology Advisors has been able to have also used their leverage with other suppliers to help Contec negotiate and save money on various other contracts, including malware and antivirus software.



UPGRADE SYSTEMS



NEGOTIATE CONTRACTS



SAVE MONEY

One of the larger projects Premier Technology Advisors assisted Contec with was replacing their phone system, ultimately saving Contec more than \$100,000 during the course of three years. "[Our rep at Premier Technology Advisors] helped us negotiate a ton of savings on a new platform," said Jason. "It's unlikely I would have been able to negotiate the pricing that we have by myself."

"Premier doesn't pull any punches when vendors come back with quotes that they know to be unreasonable," said Jason. "They're very aggressively negotiating price reductions for us. There's no doubt in my mind that they're advocating for us simply because they want to continue to work with us and know that we're able to save money on some of our costs that may free up budget to go and make improvements down the road."



Solution

CONTINUED



IT'S UNLIKELY I WOULD HAVE BEEN ABLE TO NEGOTIATE THE PRICING THAT WE HAVE BY MYSELF."

Results



"IT IS JUST INCREDIBLE FOR ME TO HAVE ONE POINT OF CONTACT WHO IS AVAILABLE ALL OF THE TIME. THAT IS A BIG CHANGE OR A BIG CONTRAST FROM SOME OF THE OTHER IT SERVICE PROVIDERS I'VE WORKED WITH. [JORDAN OF PREMIER TECHNOLOGY ADVISORS] IS RIGHT THERE FOR ME."

Contec has also been impressed with the high level of expertise and service offered by Premier Technology advisors. "Our rep, Jordan, was just incredibly proactive and just so knowledgeable," said Jason. "He really took the time to identify areas of improvement or opportunities for improvement in our IT stacks. He's like basically having another employee, another advocate on our side helping us navigate all of these vendors."

Premier Technology Advisors' experience and knowledge have given Contec confidence in their decisions regarding technology upgrades. "I've worked with a lot of IT service and hardware providers, and my feeling has been they're out to sell me the most expensive thing," said Jason. "By contrast, I think they have really taken a lot of time to understand our company, understand where we are from a technology perspective, and recommend steps to start to modernize and improve our underlying infrastructure."

SAVED
\$116,000
BY UNIFYING
THE PHONE SYSTEM

After weeks of unsuccessful attempts to renegotiate with their former provider, Premier Technology Advisors stepped in with a different solution that led to huge cost savings. "We realized we could really save quite a bit of money and unify the company's phone system," said Jason. "We were on two different systems, and now, we'll be on one system. I think that will be a benefit to the entire company."

UPGRADED
TECHNOLOGY WITH



NO EXTRA COST

"The technology we're using is significantly better," said Jason. "We're upgrading our capabilities and maintaining cost."

SAVED TIME



Premier Technology Advisors negotiates with vendors, coordinates meetings and implements install schedules on Contec's behalf. "If I were to do that stuff on my own, it would take me twice as long," said Jason. "It's not something I could have done by myself in the shorter period of time that we have."

ENHANCED
CONFIDENCE IN



TECHNOLOGY
DECISIONS

As Contec experiences increasing customer requests, Jason is "more confident than I've ever been that our systems will be up to the task, and that's in part due to [Jordan's] contributions."



Premier Technology Advisors helped Contec update their contracts or set up new ones with the following vendors:

RAPID7

FOR MALWARE SCANNING

fuze

FOR THE PHONE SYSTEM

MASERGY

FOR INTERNET AND SD-WAN
(software-defined wide area network)

ManageEngine

FOR THE
SERVICE DESK PROVIDER

Microsoft

(IN PROCESS)

Antivirus software

(IN PROCESS)

“ JORDAN [AT PREMIER TECHNOLOGY ADVISORS] IS BASICALLY AN EXTENSION OF OUR TEAM HERE. HE DOES SO MUCH LEGWORK FOR US: VETTING OF TECHNOLOGIES, RECOMMENDING DIRECTIONS TO HEAD...HE'S JUST SAVED ME SO MUCH TIME AND EFFORT. IT'S REALLY BEEN WONDERFUL.”

JASON BURNS | Senior IT Manager | **Contec**

