



# **Outsourced Carrier Managed IT Services – Case Study**

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## Case Study: Situation

- \$200mm Fiber-based carrier wanted to focus on core competences and outsource non-core managed IT business to avoid reinvest in industry leading tools, people and capabilities.
- Business Objectives were:
  - Stabilize existing accounts – reversing downward revenue slide and return business to profitability
  - Adopt a variable cost model – that they could grow
  - Leverage capabilities between partners to create synergies
  - Re-establish leading edge service portfolio that was complimentary to network centric core business

## Case Study: Results

- P4 entered into an strategic relationship and the carrier outsourced its Managed IT services business
  - P4 hired carrier IT services employees, acquired the carrier’s necessary assets and began a 6 month transformation of the existing business to a P4 people, tool, and process based model.
- Non-disruptive transition for customers & employees
- Adopted revenue share model that eliminated operating losses – business became profitable immediately
  - Carrier eliminated system/capital expenditures
- Rolled out network centric service offerings
  - Focused on managing networks and networked-applications, complimentary or bundled with core services
  - Enhance customer visibility into service delivery via Web-portal
- Simplified pricing model, proposal & technical support

