

# Secure Premier Service Provider Contracts for Optimal Financial Results

**Tangoe Advisory Services - Sourcing:**  
 Benchmarking, Direct Negotiation, and Multi-Carrier/Multi-Service RFP Management

Enterprises often struggle to successfully negotiate with service providers due to the volume of services, the complexity of pricing, and their global scale. Coupled with poor visibility into market pricing, proven terms, and peer benchmarks, achieving service provider contracts that deliver optimal financial results, align with business transformation, and minimize risk is a significant challenge for enterprises.

The **Tangoe Advisory Services (TAS) Sourcing** solution partners with company stakeholders in IT, Finance, and Procurement to achieve the highest-quality and lowest-cost service provider contracts for both present and future business requirements. Tangoe provides a holistic solution that addresses all areas of contract management including pricing, services, business terms and conditions, and SLAs. Tangoe also works to maintain and improve service provider relationships as part of the overall negotiation strategy.

## Core Tactics

The TAS Sourcing Team supports the successful negotiation of service provider contracts through world-class IP and benchmark data, proven analytics, global capabilities, and local resources.

### Benchmarking

Through our benchmarking service, companies receive granular, detailed baselines of their current spend levels, market rate information from Tangoe's extensive rate database, analysis of contractual terms and conditions, and consultations with Tangoe engagement leads and analysts. As a result, companies are equipped with the tools and insights required to succeed in their own contract negotiations.

### Key Challenges

- Negotiating with multiple service providers on a global scale
- Little to no visibility into market trends, benchmarks, and appropriate service rates
- Meeting both quality and cost objectives with service provider contracts
- Carrier migration
- Multi-regional user support
- Sourcing during mergers, acquisitions, divestitures, corporate restructuring, consolidations, etc.

### Benefits

- Immediate realization of savings objectives
- Reduced operating costs with greater flexibility and minimized risk
- Visibility into the baseline and analytics to accurately demonstrate value of investments
- Flexible network services designed to meet business requirements and objectives

### Direct Negotiation

The TAS Sourcing Team also supports negotiations with incumbent vendors at the end of the contract term, mid-term, or even for recently negotiated contracts. Tangoe provides a detailed baseline of current spend levels with incumbent vendors and identification of the gap to market for each service.

Tangoe also reduces burdens on internal resources by managing vendor communications, contract rate and term requests, response analysis and feedback, financial modeling, and negotiation of all contractual business terms, conditions, rates, and validations.

### Multi-Carrier/Multi-Service RFP

If the need for a carrier migration or multi-regional user support arises, the TAS Sourcing solution can provide support and management of multi-carrier or multi-service RFP processes. This end-to-end service includes management of RFP development (e.g., the identification of terms, conditions, SLA requirements, and the development of response templates) and extending processes to timelines, vendor communications, multiple rounds of response analysis, vendor feedback, and financial modeling.

## Empowering Enterprises Through Sourcing Support and Market Insights

New products and service offerings are creating increased complexity in the marketplace and an environment that favors vendors. The TAS team works with your company to secure the most favorable service contracts aligned to your current business challenges: technology and business transformation initiatives, commitment shortfalls, mergers, acquisitions, divestitures, corporate restructuring, and consolidation of service provider environments.

## Tangoe Advisory Services Overview

Tangoe Advisory Services provides three distinct solutions (sourcing, transformation, and consulting) to aid companies in the successful implementation and management of effective, customized expense management strategies. These solutions are designed to support the procurement of world-class service provider contracts, the implementation and success of transformation initiatives, and the application of expense management best practices.

---

### About Tangoe

Tangoe helps its customers grow their bottom line. Leading global brands rely on Tangoe to increase productivity, reduce costs, and drive predictable results. The company's technology solutions are the global expense management and mobility services standards for the world's greatest brands who believe, like us, people work smarter when technology works for them. Learn how technology can make you work smarter at [tangoe.com](https://tangoe.com).