

How a Leading U.S. Automobile Manufacturer Streamlined Carrier Management and Achieved \$3.1 Million in Savings

Overview

A leading global automobile manufacturer operates several major manufacturing facilities across North America. After consolidating multiple business units, the company found itself managing a growing number of voice and data services, circuits, carriers, and invoices.

Its telecom expense management system did not provide a complete view of the environment. Black Box® helped the manufacturer build an accurate service inventory, strengthen carrier oversight, and recover significant costs without adding to the workload of an already stretched IT team.

Challenges

The manufacturer lacked a dependable system of record for its voice and data services. Without a clear connection between active services, usage, and monthly charges, the company could not easily confirm what it owned, what it used, or whether invoices were accurate.

This limited visibility led to avoidable costs. When replacement circuits were installed, the original services were not always disconnected, resulting in duplicate services and billing. Business-unit consolidation further increased the number of circuits and carrier relationships requiring oversight.

At the same time, the internal IT team was operating near capacity. The manufacturer needed support across quoting, ordering, inventory management, invoice validation, and carrier coordination—while keeping internal resources focused on strategic priorities.

AT A GLANCE

CHALLENGES

- Incomplete inventory of voice and data services
- Duplicate services and billing
- Growing number of circuits and carrier relationships
- Limited internal IT capacity

SOLUTIONS

- Black Box Carrier Managed Services
- Service inventory mapped to monthly invoices
- Centralized quoting, ordering, and carrier coordination
- Connectivity reviews for new locations

RESULTS

- Approximately \$3.1 million in first four years
- More accurate service and invoice records
- Elimination of recurring late-payment fees
- Reduced management burden on internal IT

BENEFITS

- Greater visibility into services, usage, and costs
- Stronger invoice validation and cost control
- Better insight for transformation decisions
- More capacity for strategic initiatives

Solutions

Black Box provided Carrier Managed Services across the manufacturer's voice and data environment. Working alongside the IT team, Black Box centralized day-to-day carrier activities and created an organized inventory that mapped active services to monthly invoices.

Black Box also managed quoting and ordering, reviewed connectivity options for new locations, and helped ensure access diversity. With clearer service records and stronger processes, the manufacturer could identify duplicate or unnecessary services and validate invoices more effectively.

This approach extended the capabilities of the internal IT organization. Business locations and end users received more consistent support, while IT staff gained time to concentrate on higher-value initiatives.

Results

The engagement produced approximately \$3.1 million in Budget Impact while creating a cleaner, more manageable carrier environment.

The manufacturer can now verify charges before paying service providers, has eliminated recurring late-payment fees, and has better visibility into service inventory, usage, and monthly expenses. That insight supports more informed decisions about digital transformation and other business priorities.

With carrier management under control, the manufacturer can direct internal resources toward more strategic work. The stronger operational foundation also creates opportunities to expand management support to mobility devices, cloud service providers, and SaaS licensing.



Why Black Box?

Black Box combined carrier expertise with hands-on managed services to turn a fragmented environment into a well-governed, cost-efficient operation. The manufacturer gained the visibility, process discipline, and daily support needed to reduce costs, improve control, and relieve pressure on internal IT resources.

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.