

A photograph of a man with dark hair and glasses, wearing a blue button-down shirt, sitting at a desk and working on a computer. The image is partially obscured by a red overlay and a dark grey text box.

SOLUTIONS & SUCCESS

The Inside Story

Would You Know If A Vendor Was Overcharging You?

Baroan Technologies helped a client discover more than \$74,000 in overpayment to their Internet Service Provider. Are you sure you're paying the right price for your technology services?

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Third-party vendor management is a big part of IT support.

No matter who your IT support company is, they can't have developed each and every technology you use, right? That's why you need other third parties.

It doesn't matter whether it's Microsoft, Cisco, or someone else. You will have to rely on a third-party vendor for your technology in one way or another. Your primary concern should be in how well they're being managed.

Your IT support should be handling that for you, but if they're not, then it's left to you to sort out issues and double-check the numbers.

If you don't have the time or knowledge needed to do so effectively, it's not unlikely that a vendor will start taking advantage of you—this is precisely what happened to one of our clients...

This Client Was Over-charged By \$74,000

In the course of our initial IT assessment with this client, we realized they were overpaying for their Internet connections by around \$3100 every month. They had tried to upgrade their internet services for lower cost ones with the same carrier but never got anywhere.

No matter how many new people they talked to, progress was never made. Timelines were extended, new contacts were brought in, and nothing got done.

That's when they turned to Baroan Technologies for help.

We engaged with the vendor's representative and shortly thereafter discovered that there was a very big issue that was never addressed by the ISP — they seemed to just want to hide it, and keep making extra money off of our client.

Digging deeper and reviewing emails for the order, the Baroan Technologies team found errors with the placement of the order that resulted in the client paying for both their old internet lines and their new ones—equaling \$74,000 in extra costs over two years.

The Importance Of Vendor Management In IT Support

Any IT system is a complicated and often expensive investment. From budgeting to installation to ongoing maintenance, operating the hardware and software necessary to support a business is a daunting task.

That's not even taking into account the large number of vendors that you have to choose from. The research for external service alone is enough to frustrate anyone that would rather just have their IT infrastructure meet their business needs.

That is just for IT. What about communicating with vendors in other areas of your business (copiers, alarm systems, phones, etc.)? As they're the ones delivering technologies integrated into your IT environment, you need to make sure they're being managed properly.

Your IT support should make use of every industry connection they have in communicating with third-party vendors on your behalf. Whether they are software developers, Internet service providers, copiers, or telephone companies, IT support should represent you to get the best solutions, products and services for your business.

Baroan Technologies Will Manage Your Vendors For You

Vendor management isn't something you can just let slide. Third-parties involved with your business are a part of your supply chain—how they perform affects how you perform. If you truly have your success in mind, you need to manage your third parties effectively—or your IT support should be doing it for you.

We helped this client get the necessary processes started to stop overpaying for their internet services. We can solve your IT problems too—get in touch with our team to get started today.