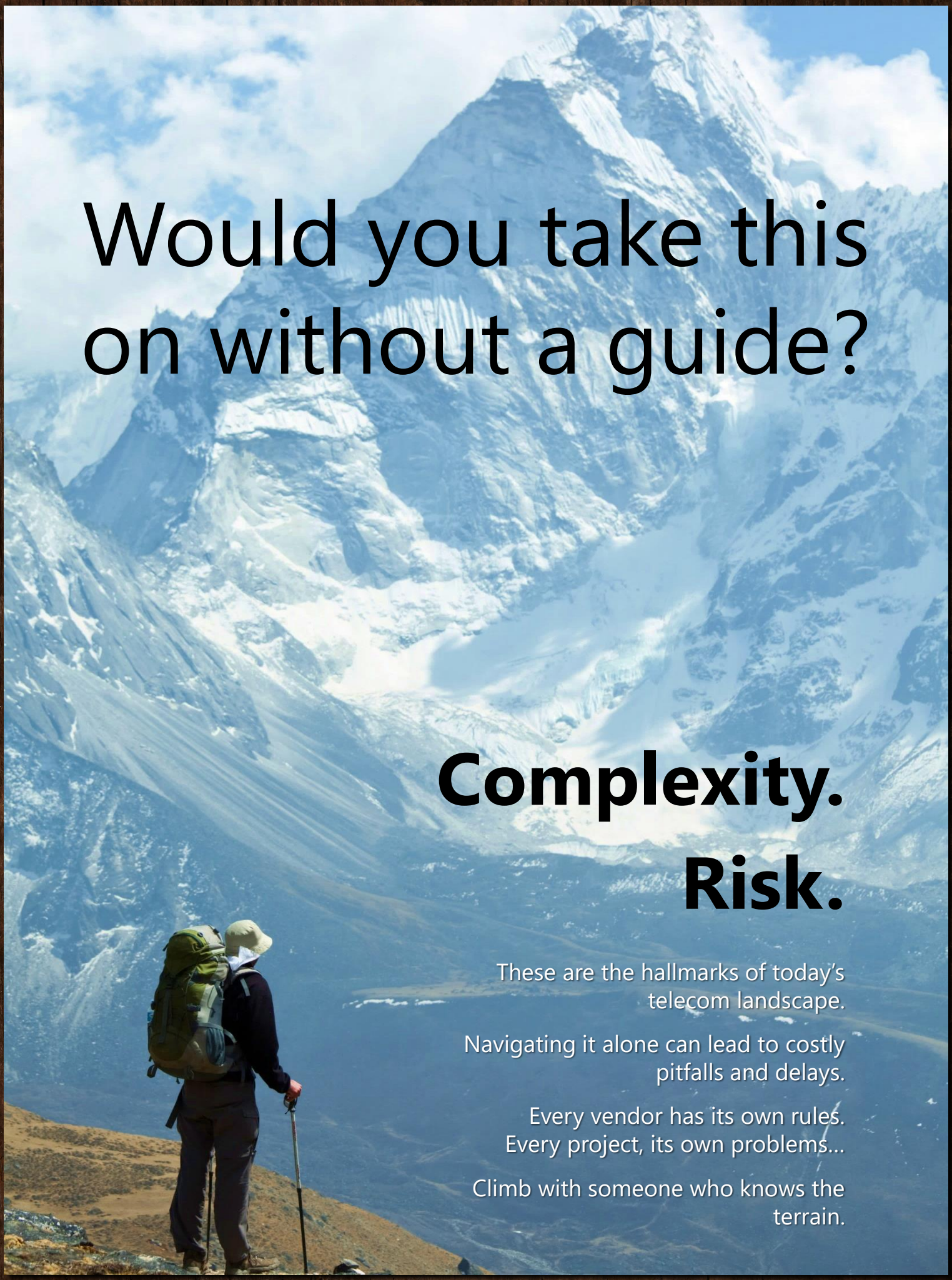
SERVIAM

Telecom and IT Vendor Management


Would you take this on without a guide?
Complexity.
Risk.
These are the hallmarks of today's telecom landscape.
Navigating it alone can lead to costly pitfalls and delays.
Every vendor has its own rules. Every project, its own problems...
Climb with someone who knows the terrain.

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A Unique Solution for a Complex World

The ideal guide is the one who's climbed the mountain before – and found a better way.

In 2011, Serviam's founders all served as VP's of one of the largest telecom carriers in the world. They watched as new technology like cloud computing and SDN caught business owners in a tangled web of questions. How would they manage multiple locations with multiple vendors? How could they reach the right people to resolve problems quickly? How could they negotiate fair contracts and manage costs in such a complicated environment? Meanwhile, all of their concerns were wrapped in questions about security and liability.

There was an ever-widening gap between the resources vendors were offering to answer those questions and the urgent, individual needs of clients. At the time, there was only one option for bridging the divide in the telecom industry: an outdated broker/agent model, insufficient to the task. Recognizing the need, Serviam's founders declared a necessary independence, leaving the security of their enterprise-level roles to pioneer a unique, new model for the industry.

Uniquely Invested. Serviam's name is taken from the Latin phrase, "I Will Serve," and it's a name meant to be earned every day. Their service goes far beyond sales. Rather than focusing on short-term gain from singular deals, they invest heavily in post-sales support and make every decision with the goal of building long-term partnerships with their clients. They provide a full management solution for all of your telecom and IT vendor relationships using a process they call "Lifecycle Management".

Uniquely Qualified Serviam's founding team understands far more than just the sales process. They deploy a wide spectrum of skills gained at the highest levels of the telecom industry. Their 50 years of experience in three different disciplines – finance, contracts, and sales - creates a one-of-a-kind view, unlocking the full potential of your vendor relationships. There is simply no other team available to the client side of telecom with this insight.

Uniquely Valuable At any level of complexity and scale, **S**erviam can negotiate deals of unprecedented value for your company. Post-sales, they act as an extension of your IT department, and the governance of your telecom and IT infrastructure is simplified to one point of contact. They create stability in an industry that's constantly changing, and they do it while freeing up your resources and reducing your expenses.

Uniquely Invested

Lifecycle Management is at the very heart of Serviam's mission: to guide clients through the risks and complexity of telecom and IT. It's a process that provides management for every step of a client's journey with their vendors. Serviam invests in support that goes far beyond the sales cycle in pursuit of long-term success for their clients.

During the pre-sales phases of **Strategic Assessment**, **Solution Development**, and **Deal Negotiation**, they can see potential for your network you might never have imagined. Their unique understanding of what's possible on the vendor side with pricing structure and contract flexibility changes your conversation for the better. Their independence allows them to leverage the best possible deal for you among competing providers.

When the deal is done, they're still there for **Solution Deployment**, dedicating their own expert staff to project manage your implementation. Along the way, their far-reaching industry relationships become crucial when resolving problems on your behalf.

After all of that, they're still there for Ongoing Support, acting as an extension of your IT team and partnering with you to tackle the next challenge in managing your telecom and IT vendors.

Unique, vendor-managed solutions at every step of the journey for:

Cloud, Data, Internet, and **Voice.**

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Uniquely Qualified

Experienced guides don't just walk the trail with you. They interpret it. Serviam gives you a clear view of the telecom ecosystem surrounding your business through their unique combination of skills and experience.

Finance

Mike Lipic has more than 21 years of telecom experience in pricing, negotiation, finance, and operations. Before co-founding Serviam, he was the Vice President of Product Management for Qwest's Business Markets Group. He managed the team responsible for negotiating the pricing and terms on Qwest's largest commercial and wholesale contracts.

Contracts

Mike Gieger is a veteran interpreter and negotiator of telecommunication contracts, bringing over 22 years of industry experience to the table. Before co-founding Serviam, he served as Deputy General Counsel and Vice President of the Law Department at Qwest, where he was involved in negotiating the company's largest and most complex deals.

Sales

Jeff Waters brings more than 21 years of experience in telecommunication sales and solution development to Serviam. He held Vice President of Sales roles with Qwest, CenturyLink, and MegaPath, where he was responsible for the strategy and management of sales teams serving large enterprise customers with complex telecommunications and data networking needs.

There's something else that qualifies them: a genuine passion for service and for seeing their clients succeed.

"I deal with friends. I work with friends. I deal with people I trust. They're just quality people. They're some of the finest people I've met."

- Dan McDougall, CFO of Title Financial

"Here are three guys who left the comfort of corporate jobs to start a company and provide a service that's more attentive than others. After signing a three-year agreement they're still 'Hey, how are you doing? Let's go get drinks. Let's go golfing. Are you happy with the service?' That personal touch is incredibly important."

- Lou Lavaux, Former CFO of Millennium Hotels

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Uniquely Valuable

Proven Success

- Managed a competitive bid process for a retail client with 1,400 locations, helping them avoid a costly and prolonged RFP process and saving them over 300 headcount hours.
- Negotiated a client contract extension with a major carrier that included the forgiveness of a commitment shortfall in excess of $400,000 while reducing the customer's monthly spend.
- Performed a full assessment of services for a client which led to the consolidation of services from five different vendors and a cost reduction of more than 20%.
- Leveraged Serviam's executive-level relationships to negotiate an $80,000 credit to cover a client's fiber build that had been previously denied by the carrier.
- Contract negotiations have averaged a 25% reduction over prior negotiated rates.

"I have a high amount of respect for Jeff, Mike, and Mike. Their ability to move the process along, their long-term insight, their back office support - it's as good as it gets."

- J. Timothy Forrest, Director of Global Sales for Century Link

"They were able to obtain much lower pricing than we were, and that brought a lot of value to our customers."

- Eric Stumberg, CEO of Tengo Internet

"They can very quickly get to the footprint, order, and magnitude of what you're dealing with. I was saving money and had a better partner in place."

- Jeff Van Ornum, Former Dir of IT for Home Buyers Warranty

"We love Serviam. They are absolutely fantastic advocates of ours. I'm not sure we could do what we're doing without them."

- Dan McDougall, CFO of Title Financial

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A great journey has to start somewhere.

Serviam was born from one, powerful question, "Will you serve?" Could service be more than a bullet point or a necessity? Could it be a moral imperative and an honor? These were the questions that prompted Serviam's founders to search for a new path.

Serviam promises its clients a uniquely valuable service from a long-term, trusted partner. In the end, though, it's up to you to decide if that promise holds true. It's worth noting that in many cases, Serviam can provide their services at no cost to your company. In others, they do so at a substantial savings over the use of your internal resources. Either way, you'll find that the risk-benefit ratio works in your favor.

Your telecom and IT infrastructure is critical, so if tackling the whole mountain seems daunting, start with a conversation about one challenge you're facing, and judge for yourself if there's a difference.

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