

CASE STUDY

Telecom Department as a Service®

Repeat Client

Chief Technology Officer

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“Their TDaaS fee pays for itself many times over, giving me peace of mind in the value they provide, not to mention the savings as well.”



CHALLENGE

Over the years, **Dave, a Chief Technology Officer, had to compensate for a lack of internal staff dedicated to telecom.** Cost reduction is a critical task for incoming and sitting CTOs, but it's difficult to consistently manage telecom spending without a dedicated team.



SOLUTION

Dave has turned to RCG for each of the past three companies he's worked with. Working with Dave across companies has helped RCG evolve and refine their Telecom Department as a Service® offering and solidify their approach to filling common telecom gaps with a proven labor force.



RESULTS

RCG continues to deliver telecom consulting, engineering, procurement, billing, and other management services. **Dave has seen firsthand the impact and benefits that the Telecom Department as a Service® offering provides in filling the gaps** too often left open by modern IT teams.

TDaaS Built to Last

"Traditional telecom is not something I know as much as other core IT competencies. RCG brings that level of knowledge for all things telecom. When I'm coming into a new role and environment, **having RCG to determine what the environment looks like is essential for hitting the ground running.**"

"They help us simplify our circuit installation process, outage management, and other critical tasks. And working with their TDaaS offering provides one point of contact for the entire span of your telecom needs."

"Neither general admin nor finance really had a relationship with anyone at Verizon. **That's where RCG comes in and gets in touch with the right people at Verizon to negotiate and dispute charges at a highly granular level.**"



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I would have had to hire 2-3 full-time roles to bring on the same workforce and capabilities that I was getting from RCG's telecom outsourcing service."

—Chief Technology Officer

