Transforming Telecommunications for a Construction General Contractor

Challenges

The customer is a military veteran-owned general contracting firm specializing in construction and project management. Prior to transitioning to Granite, this company faced significant challenges with their telecommunications setup. They were utilizing a patchwork of different telecommunications providers, which resulted in inconsistent service quality and varying costs.

The customer encountered several key issues that led them to seek an alternative telecommunications solution:

- **High Costs:** Fragmentation across multiple vendors resulted in elevated expenses. Some vendors failed to provide visibility into costs, making it difficult to manage and optimize their telecommunications plans.
- **Management Difficulties:** The customer struggled to manage contracts, devices, and service plans for their geographically dispersed teams, complicating operational oversight.
- **Inconsistent Service Quality:** Variability in service quality across different regions led to communication delays on project sites, impacting project timelines and effectiveness.
- **Complex Billing:** The customer faced difficulties with billing due to varying invoice cycles and rates, which added overhead and complicated financial tracking.

Solutions

In response to these challenges, the customer sought a telecommunications solution that would streamline their communications across all regions, reduce costs, and provide centralized management. They requested a vendor capable of delivering consistent service quality nationwide, along with consolidated billing and vendor management to ease administrative burdens. Additionally, due to compliance standards, they required a platform that could enhance asset management and improve mobile device management capabilities.

Granite was recommended as the ideal partner for several reasons:

- **Nationwide Coverage:** Granite offers extensive coverage, ensuring consistent

Customer Profile

Industry
Construction

About
- Nationwide General Contractor
- Project Management

service for all teams across the U.S.categorized by location, cost center, and GL code.

- **Centralized Management Tools:** Granite provides a dashboard for easy oversight of all devices, plans, and services, simplifying management tasks.
- **Cost-Saving Opportunities:** The competitive rates and simplified billing structure offered by Granite helped address the customer's financial concerns.
- **Vendor Unification:** By consolidating their telecommunications needs with a single provider, the customer could streamline operations and reduce complexity.

Results

The customer adopted Granite's telecommunications services, including mobile phone plans, hotspots, and centralized management tools. Granite conducted a full evaluation of providers and staged a plan that targeted cost reduction and helped provide a smooth transition of services without interuption to the customer's business. Granite deployed these solutions nationwide, across their teams, ensuring every project site and employee has consistent access to reliable communication tools. Deploying these solutions has led to transformative results for the customer:

- **Significant Cost Savings:** Consolidating telecommunications with Granite has resulted in reduced overall telecom expenses, allowing operations more financially efficient.
- **Improved Operational Agility:** The centralized management system has simplified device tracking, provisioning, and support. This has allowed teams to focus more on their primary construction projects rather than administrative telecom tasks.
- **Unified Service Quality:** With Granite's nationwide service, the customer now enjoys consistent coverage and communication quality, and ensuring smooth construction project operations without communication delays.
- **Reduced Overhead:** The unification of tools and vendors has streamlined management processes, freeing up administrative resources for more strategic initiatives. This change has allowed the customer to better serve both internal teams and external clients, as communication issues no longer disrupt project timelines or customer responses.

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