

# Global Beverage Distributor Cuts IT Maintenance Costs by \$1M+ with OneCall

## Client Overview

Managing 34,000+ devices across warehouses, plants, and offices across North America is hard enough. Our client was doing it under a patchwork of fragmented maintenance contracts, with no centralized visibility, which makes it significantly harder and more expensive.

## Project Results



### \$1M+ SAVED

Annually through OneCall hybrid support



### SINGLE CONTRACT

Paired with a stress-free, managed program



### PROJECT VISIBILITY

That can be applied across global locations

## Why PivIT?

OneCall, PivIT's third-party maintenance offering, is a program that the customer's internal team could actually manage, with no third-party middlemen and no gaps in coverage.



## Client Objective

That was the reality for one of the world's largest beverage distributors. Decentralized network management meant inconsistent SLA performance, rising costs, and no reliable way to track or control the full IT estate. The company needed one contract, one view, and a support model flexible enough to cover both current OEM hardware and the legacy equipment it wasn't ready to replace.

The goal was consolidation without disruption. That meant keeping existing OEM agreements (Cisco, NetApp, and others) intact while extending coverage to EOL/EOS hardware, all under a single contract with stronger SLA guarantees and lower total cost.

## OneCall's Solution

PivIT brought nearly 70% of the customer's North American IT infrastructure under OneCall, covering both OEM and end-of-life hardware with NBD and 4-hour SLA options. This alone removed the pressure to rush into costly hardware refreshes.

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**Asset visibility** was handled through OneHub, PivIT's asset management portal, which gave the customer a single view of their entire IT environment across all North American sites.
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**Field support** was built around 24/7 local engineering and remote hands coverage. Pre-configured onsite spares meant that remote sites could swap failed hardware immediately, without waiting on shipping or scheduling.

*A **single vendor relationship** replaced a fragmented, expensive maintenance structure. The customer kept their existing OEM contracts, extended coverage to legacy hardware they weren't ready to retire, and cut over \$1 million in annual costs. Their IT team now has the visibility and control to manage the full estate without relying on external maintainers.*