

CUSTOMER CASE STUDY

Westfall Technik

Westfall Technik is an international network of companies and experts that provide end-to-end molded plastic part manufacturing solutions.

10X+
ROI Achieved

Zero Outages
After Bill Consolidation

40%+
Savings Achieved on UCaaS

CHALLENGES



Circuit Procurement Headaches

Westfall needed a high-performance global network, but Westfall's ISP procurement was manual and they struggled identifying local ISPs.



Network Inventory Gaps

Prior to Lightyear, monitoring circuit contract end-of-life was neglected, leading to auto-renewals without oversight. Clarity on service terms per site was also lacking.



ISP Payment Issues

Westfall faced significant challenges with bill payments, resulting in the frequent suspension of service due to missed payments.

RESULTS



Streamlined Procurement

Lightyear's procurement services employ a thorough, data-driven, and automated approach to conduct exhaustive searches for every required site.



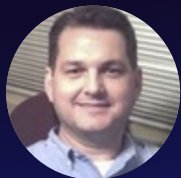
Optimized Inventory Management

Utilizing Lightyear's Network Inventory Manager, Westfall efficiently organizes comprehensive data for each service, facilitating thorough spend audits, ensuring timely renewals, and identifying optimization opportunities.



Seamless Billing Consolidation

Through Lightyear's Bill Consolidation service, vendors are paid on Westfall's behalf, simplifying the process into one monthly bill. This streamlined approach has effectively stopped the occurrence of constant outages.



"Whenever an executive asks me about what we're getting from working with Lightyear, I pull out our budget and can point to several individual avoided issues that more than cover the total cost of what we pay. It's been a really nice partnership."

– Jon Kerr, Sr. Director of IT - Westfall Technik