pureip
A BCM One Company

Financial Vertical
Customer Success Story

How a global private equity firm recovered $300,000 in carrier overcharges

Challenges

→ The firm had been overcharged **$300,000** by leading telecom carriers over several years. They needed help recovering the funds, repairing those carrier relationships, and taking control of their technology spend going forward.

→ They also needed to modernize their network infrastructure, improving reliability, scaling costs, and redesigning their network to support a full migration to the cloud.

Solution

→ The firm turned to Pure IP. We deployed **Pure IP FinOps**, our proprietary platform for **Intelligent Cost Management**, backed by a dedicated team including a forensic accountant, software programmers, and technology analysts. Together, they identified optimization opportunities, built a detailed forensic claim analysis, and navigated supplier dispute processes both in the U.S. and offshore.

→ We analyzed their existing network infrastructure and developed a full redesign to support cloud migration, business continuity, and **99.99% uptime**. The new architecture included **Global Voice, Managed Network Services** for dedicated internet access, and data center/co-location solutions across their global footprint.

Overview

Customer: Private equity firm
Industry: Financial
Scope: 20 cities in 16 countries
Solutions:

- Complementary Services – Pure IP FinOps
- Global Voice
- Global Network Services

Results

→ The Pure IP FinOps platform and team recovered the **$300,000** in overcharges, negotiating credits further back than contractually required while avoiding litigation and preserving carrier relationships throughout.

→ The cost savings offset the network infrastructure investment, freeing up IT budget for the broader cloud migration.

→ Over the following decade, we became the firm's **long-term global technology partner**, renegotiating contracts for upgraded services without raising costs and building location profiles to give new offices a consistent technology template.