



# 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 **Sophia 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 - Sophia FinOps
- Global Voice
- Global Network Services

## Results

- The Sophia 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.