

# Speedy Glass

## Case Study

## Netstar Expertly Manages Telecom Growth While Speedy Glass Expands Services & Locations

Speedy Glass, headquartered in British Columbia, originally offered auto glass repair, but has grown to include residential and commercial glass repair and replacement as well. One of their overall concerns was cost management with their existing choices for telecom carriers. Another concern was maintaining personnel dedicated to telecom needs while expanding their service offerings and adding locations.

### Netstar Offered the Solution Speedy Glass Needed

The Netstar/Speedy Glass relationship began when Netstar completed a Cost Reduction audit for just 39 Speedy Glass locations in 2007. Since then, Netstar has become the telecom expert for the company, helping to facilitate their growth and manage all of their telecom needs and cellular infrastructure.

#### Netstar's Solutions for Speedy Glass include:

- Keeping track of their wireline and cellular inventory (both equipment & services)
- Troubleshooting all telecom issues or outages
- Managing all cellular needs
- Validating bills against the contract rates
- Processing invoices
- Procuring and implementing new services
- Purchasing new phone equipment

### Speedy Glass Benefits from Netstar's Exceptional Service

As a result of the Cost Reduction audit, Speedy Glass saved 20% in the first year alone. Since then, Netstar has helped Speedy keep their costs low and save even more by pro-actively seeking the best alternatives for all of their telecom needs.

Today Speedy Glass relies on Netstar's Telecom Management for all 60 of their locations. Netstar serves as Speedy's telecom department. This gives visibility to their inventory, allowing them to continually optimize and save them money. This also means it's easy to quickly resolve any billing and services issues as they arise.

Ultimately, Netstar provides them with confidence that their telecom is under control.