

Major financial technology institution reduces total contract value by over 15% with Highpoint

A global financial technology company known for delivering market-leading commerce experiences. Operating in over 200 markets, they power millions of daily transactions and help businesses simplify payment strategies across channels and currencies.



Challenges

Following multiple mergers and acquisitions, the client faced:

- A fragmented contract and vendor landscape
- High operational costs and inefficiencies
- Poor user experience and low adoption of collaboration tools
- No unified collaboration solution to meet diverse global needs

They needed a strategic partner to streamline collaboration, reduce costs, and improve user satisfaction.

Impact

HighPoint's customer-focused approach delivered measurable cost savings, operational efficiencies, and a significantly improved collaboration experience across the organization.

Key Achievements



15%+ reduction in total contract value



Collaboration-related service desk cases reduced from 750 to 300/month



All production regions migrated to the new Flex plan



CSAT score improved from 3.65 to 4.7 out of 5



Seamless execution of user provisioning, migration, and testing

Solution

HighPoint partnered with the client to:

- Identify and select Cisco collaboration as solution of choice for the desired outcomes
- Consolidate disparate licensing into a unified Global Flex plan
- Design and implement a tailored collaboration solution
- Provide technical support and training to ensure adoption
- Promote best practices and ongoing user engagement

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