

CASE STUDY



Industry
Civil Engineering

Headquarters
Redwood City, CA

DELIVERING INSPIRED INFRASTRUCTURE FOR 100+ YEARS

BKF Engineers provides engineering, surveying, and land planning services for architects, developers, colleges, cities, hotels, health care facilities, large corporations and many many more.

HOW MOSAIC NETWORKX'S CUSTOMER SERVICE HELPED TOP-PRODUCING PARTNER REPLACE UNRESPONSIVE SUPPLIER

SUMMARY

Chris Sandell submitted proposals from multiple suppliers to his client, BKF Engineers, who was looking to replace Comcast for internet and private connectivity due to poor customer support. Through a combination of pricing, responsiveness and presentation, Mosaic NetworX was awarded the first contracts for the business. Based on performance to date, additional contracts were awarded to Mosaic for multi-years of service to all of BKF's 12 offices.

HISTORY

Headquartered in the heart of Silicon Valley, Bridgepointe Technologies, founded in 2002, is an IT strategy firm and master agent that helps companies procure, implement, and maintain IT services and infrastructure. The company has over 150 supplier relationships and over ten thousand customers.

Bridgepointe goes to market with a cadre of 40 to 50 high-performing agents as their salesforce. One of those top-producers is **Chris Sandell**. Chris has worked for Bridgepointe for over five years, designing solutions around Bridgepointe's technology providers. One of those technology providers is Mosaic NetworX, which Chris has had on his radar for the past two and a half years just waiting for the right opportunity to present to them. That opportunity came in 2020.

THE CHALLENGE

BKF Engineers is an architectural and design engineering firm with 15 offices throughout California. The company needed internet connectivity as well as a private connection between offices. They also had some backup internet contracts they needed to renew. Chris Sandell had a relationship with BKF's CIO for years and he presented Chris with a simple question. "Can we get the same service from someone who will support us better?" Apparently BKF had had enough of poor customer service from Comcast. Chris knew it was time to give Mosaic NetworX a chance. Both he and Mosaic knew they would provide better customer service than Comcast, but could they be price competitive? Afterall, Mosaic is an aggregator which meant BKF would still be using Comcast Circuits.

CASE STUDY



THE SOLUTION

Founded in 2007, Mosaic NetworX is an IT Infrastructure provider specializing in network aggregation and managed services. Comprised of a team of skilled network engineers and telecom veterans, Mosaic places special emphasis on customer experience (CX) and project management.

In response to BKF's request, Chris presented multiple solutions, which included one from Mosaic NetworX. Mosaic was not the lowest priced solution, but according to Chris, "They spoke with Mosaic and liked what they heard, everything was accurate and timely. Mosaic really presented themselves with simple and well-priced solution."

It didn't hurt that Mosaic presented themselves as a little bit on the smaller size, which the client wanted. There are times when smaller is better.

THE RESULTS

BKF signed a couple of contracts with Mosaic for seven of their 15 locations. Since then, based on Mosaic's performance, a few more contracts were signed for the remainder of the locations. And even though the contracts are on the smaller size, it still has the potential to be worth a quarter of a million dollars over four years.

How did Chris like working with Mosaic pre-sale? According to Chris, "I like them because they're personal. You've got a small organization with good people; you know they're going to be there plus you have the value of them being an aggregator. Rather than having to deal with Comcast or Lumen, I just deal with Mosaic and the client just deals with Mosaic. It's simpler for the client and it's simpler for me. Their responsiveness cuts my support time in half or more."

Here's what Chris said about post-sales. "With Mosaic, things are still great after the client bought and that's a big deal. Their project management has been perfect. They've been responsive, they follow up, they're accurate, they provide the right information, they're on top of things, they set expectations, you know what next steps are, they are just very dialed in."

THE MOSAIC ADVANTAGE

With world-class engineering support and hundreds of carriers all over the globe, Mosaic NetworX delivers a highly orchestrated, single-vendor solution. With Mosaic there is only ever one quote, one bill, one currency, one language, one project manager and one customer service.

Mosaic NetworX understands the only way to be successful is if they make their sales partners successful. That's why when it comes to their sales partners, Mosaic only has two objectives: bigger sales and less headaches.

