

STAGE 2 · EAST WIND

Deliverable 2 of 4 · Engagement CS-2026-014

Benchmark Report

*A telecom & UCaaS spend benchmark for
Acme Manufacturing – 78 locations,
\$1.84M annual.*

N STAGE 1 <i>North Star</i>	E STAGE 2 <i>East Wind</i>	S STAGE 3 <i>South Spine</i>	W STAGE 4 <i>West Frontier</i>
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ENGAGEMENT	CS-2026-014	DATE ISSUED	July 8, 2026
CLIENT	Acme Manufacturing	SPEND SCOPE	Voice, data, UCaaS, mobile
BENCHMARK	Medical Device Mfg, 50–150 sites	PEER COHORT	14 engagements (2024–2026)

HEADLINE FINDINGS

EXHIBIT 1 – AT A GLANCE

FY2025 actuals vs. peer median

<p>\$1.84M</p> <p>Current annual spend (FY2025 actuals)</p>	<p>\$428K</p> <p>Identified savings (23.3% of spend)</p>	<p>7 / 11</p> <p>Above-market line items</p>
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BOTTOM LINE

THE FINDING IN ONE PARAGRAPH

Acme is paying **23.3% above the peer median** for comparable medical-device-manufacturer telecom and UCaaS spend. The savings concentrate in three line items: SIP trunking (\$164K), MPLS network (\$121K), and UCaaS licensing (\$98K). A competitive RFP across all three is the recommended next step.

This report establishes whether CCaaS is the right category to pursue and quantifies the savings available across the broader connectivity portfolio. The spend inventory and peer comparison that follow are the evidentiary basis for the Stage 3 vendor work.

CURRENT-STATE SPEND INVENTORY

EXHIBIT 2 – ANNUAL SPEND BY SERVICE

Variance shown vs. peer median

SERVICE	SUPPLIER	ANNUAL	\$/SITE/MO	VS. MEDIAN
SIP trunking (240 sessions)	Lumen	\$168,000	\$179	+34%
MPLS network (78 sites)	AT&T	\$612,000	\$654	+19%
UCaaS licensing (480 seats)	RingCentral	\$288,000	\$50/seat	+22%
Cisco UCCE Enterprise (360 seats)	Cisco	\$485,000	\$112/seat	+8%
Mobile (320 lines)	Verizon	\$132,000	\$34/line	at market
Internet circuits (78 sites)	Spectrum Business	\$94,000	\$100	at market
Call recording	Verint	\$94,000	—	+12%
Workforce management	Aspect Software	\$72,000	—	+18%
Conference bridge	LogMeIn	\$28,000	—	at market
Misc (paging, fax, etc.)	Various	\$22,000	—	at market
Total annual		\$1,995,000		

Seven of eleven line items price above the peer median. The four at market – mobile, internet circuits, conference bridge, and miscellaneous – are left in place; re-bidding them would not clear the cost of disruption.

PEER BENCHMARK

EXHIBIT 3 – ACME VS. PEER COHORT

14 medical device mfrs · 50–150 sites · total annual portfolio

Peer minimum	\$1.42M
Peer median	\$1.49M
Acme (current)	\$1.84M
Peer maximum	\$2.12M

Comparison against 14 medical device manufacturers in our engagement history with 50–150 manufacturing / clinical-affairs sites, ranged by per-site monthly spend across the equivalent service portfolio. Acme sits **23.5% above the peer median** and within \$280K of the cohort maximum.

CONTRACT STRUCTURE ANALYSIS

Three structural issues identified

AT&T MPLS escalator. The contract carries a 3% annual MRC escalator through 2028. The peer cohort renegotiates this clause to a flat MRC at renewal. Cumulative cost of the escalator over the remaining term: **~\$58K.**

RingCentral over-allocation. 480 seats licensed; peak concurrent usage in the last 12 months was 412. Right-sizing to 430 seats with a growth buffer would save **\$34K annually.**

Cisco UCCE maintenance split. Maintenance sits on a separate contract from licensing, with a 2027-Q1 expiration. Bundling at next renewal recovers **~\$22K** via vendor-side discount eligibility.

SAVINGS OPPORTUNITIES, RANKED

EXHIBIT 4 – PRIORITIZED BY VALUE & EFFORT

Total identified: \$435,000

1	SIP trunking competitive RFP	\$164K	Medium effort · RFP now (8-wk)
2	MPLS → SD-WAN migration	\$121K	High effort · RFP 2026; cut 2027
3	UCaaS seat right-sizing + renewal	\$98K	Low effort · before 2026-Q4
4	Call recording + WFM consolidation	\$30K	Medium · fold into CCaaS RFP
5	Cisco bundling at next renewal	\$22K	Low effort · at 2027 renewal

RECOMMENDED NEXT STEP

Run a competitive RFP across **SIP trunking, UCaaS, and SD-WAN simultaneously**. This is the right move because (a) all three suppliers' renewal timing aligns within a 6-month window, (b) the savings concentrate in these three categories, and (c) the operational disruption of a multi-RFP is materially lower than three serial RFPs over 18 months. If accepted, Stage 3 produces qualified vendor shortlists for each category within **18 business days**, with the Cardinal Method rubric tuned to Medical Device Manufacturing weights.

METHODOLOGY

Benchmarks derive from 14 medical device manufacturer engagements completed by The Cardinal Source between 2024 and 2026, with the peer cohort filtered to 50–150 manufacturing / clinical-affairs sites and total annual telecom + UCaaS spend between \$1.0M and \$2.5M. All peer data is anonymized. Per-site and per-seat metrics normalize for site count, headcount, and call volume where applicable. Industry weighting applies: 21 CFR Part 11 compliance is a hard qualifier, not a price factor.

