

A close-up photograph of a person's hands holding a yellow pencil, poised to write on a document. The background is slightly blurred, showing what appears to be a construction site or office environment.

# Optimizing Telecommunications for a Nationwide Construction General Contractor

## Challenges

A fast growing, military veteran-owned general contracting firm—specializing in large scale construction and project management—faced mounting pressure to streamline communications, reduce costs, and maintain reliable connectivity across numerous dispersed job sites. Their teams operate nationwide, often in remote or fast-changing environments, making dependable telecommunications essential for project execution.

However, their existing setup had become increasingly difficult to manage. With multiple telecommunications providers, varying service quality, and scattered billing, the company lacked the visibility and control needed to support efficient field operations.

### Customer Profile

**Industry**

Construction

**About**

Military veteran-owned nationwide general contractor..

### Fragmented Vendor Environment

Multiple wireless and mobility providers created a patchwork network with inconsistent service quality across regions. This lack of standardization caused communication gaps that delayed onsite coordination and impacted project timelines.

### Escalating Costs With Limited Visibility

Each provider offered different rates, invoice cycles, and cost structures. The company lacked centralized visibility into spending, making it difficult to manage expenses or ensure plans aligned with usage needs.

### Operational and Asset Management Burden

Managing devices, service plans, and contracts for distributed teams strained administrative resources. Tracking assets manually increased the risk of inaccuracies and made it difficult to ensure companywide compliance.

### Complex Billing Processes

Invoices arriving from several vendors each month created inefficiencies and required extensive reconciliation. Finance teams struggled to maintain accurate records across disparate billing platforms.

## Solutions

Granite recommended a consolidated and strategic telecommunications approach designed to simplify management, enhance performance consistency, and reduce the operational load on dispersed teams. The solution focused on unifying providers, improving device oversight, and introducing nationwide standardization across all mobile services.

### Standardized Wireless Procurement and Mobility Strategy

- Established a unified mobility management model across all teams and job sites.
- Consolidated mobile phone plans, hotspots, and wireless services under a single national provider.
- Created consistent service standards regardless of region or project location.

### Centralized Device and Asset Management

- Provided a centralized dashboard for full visibility into devices, plans, and service assignments.
- Streamlined asset tracking and ensured compliance through enhanced mobile device management capabilities.
- Reduced administrative overhead tied to manual device provisioning and contract management.

### Nationwide Coverage and Performance Reliability

- Delivered reliable, cohesive wireless connectivity across all U.S. job sites.
- Ensured consistent communication quality between field teams, office staff, and project managers—minimizing delays and improving coordination.

### Simplified Billing and Vendor Unification

- Replaced multiple providers with a single consolidated vendor relationship.
- Enabled centralized billing categorized by location, cost center, and GL code.
- Reduced invoice volume and eliminated the need for manual multivendor reconciliation.

### Phased Deployment and Transition Management

- Granite conducted a comprehensive provider evaluation and developed a structured migration plan.
- Ensured a smooth cutover of wireless services with zero disruption to ongoing construction operations.
- Deployed solutions nationwide to support employees both in the field and at office locations.

## Results

By consolidating wireless services, simplifying administration, and implementing standardized mobility tools, the customer achieved significant operational and financial improvements.

### Significant Cost Savings

Lower overall telecom expenses through competitive Granite rates and elimination of multivendor duplication. Improved visibility helped prevent over spending on underutilized plans.

### Improved Operational Agility

Centralized mobility management streamlined device tracking, provisioning, and troubleshooting. Field teams could stay focused on construction activities instead of administrative telecom issues.

### Consistent, Reliable Communications

Nationwide standardization ensured dependable service quality across job sites, reducing delays caused by unreliable coverage and improving project coordination.

### Reduced Administrative Overhead

Unified billing, simplified vendor management, and standardized tools freed internal resources to focus on strategic priorities rather than reactive telecom support.

By consolidating mobility services, standardizing communications, and centralizing device oversight, Granite delivered a scalable telecommunications infrastructure that supports the contractor's nationwide operations. The improvements not only reduced costs and complexity but also empowered the company to deliver consistent, high quality execution across all construction projects.

