

Case Study

BLACKHAWK

I N D U S T R I A L



\$216k
in savings
during 1st
year with
zLinq



Successful SD-WAN and last-mile
management migration from
CommandLink to CATO, brought
internet in-house



Invoice Processing added in June 2024, eliminating
service disconnects due to nonpayment.

The Situation

Blackhawk partnered with zLinq to help manage and cleanup their telecom inventory which had grown due to recent M&A activity. A key project was to execute a migration from CommandLink, as well as helping right-size telecom costs.

Blackhawk had initially signed with CommandLink to streamline billing and help manage their telecom infrastructure. Blackhawk's experience with CommandLink didn't meet expectations both in terms of service quality and spend optimization.

Upon zLinq's initial audit, the Blackhawk team's concerns were validated, discovering they had been spending 30% more than they expected. This prompted their team to launch a cost-control initiative across the entire organization. Through the migration from CommandLink along with analog line audits, zLinq was able to exceed an initial savings commitment of \$78k with \$216k in actual savings as of January 2025.

"It sounded way too good to be true" - Blackhawk Infrastructure Manager Tobias Lloyd

Case Study

Blackhawk Industrial

Challenges

- Location acquisitions created excessive circuit cleanup work
- SD-WAN and vendor migration
- Concerns around right-sizing telecom spend
- Service interruptions & disconnects due to nonpayment

Solution

- zLinq Communications Lifecycle Management
- Inventory build and audit
- Brought internet in-house
- SD-WAN migration from Commandlink to CATO
- Last-mile management migration
- Analog audits by voice and location
- Exceeded savings guarantee by 276%



zLinq Advantage

Blackhawk, like most multi-location manufacturing companies, experienced difficulty consolidating and managing inventory across many locations resulting in wasted time, wasted spend, and areas for performance improvement. In Blackhawk's case, they suspected they had overspend challenges, but didn't have the resources necessary to identify specific issues, or to resolve them.

"We did know we had extra spend in our company. We didn't think it was as bad as Becky from the zLinq team pointed out, and we certainly didn't have the manpower to figure it out" said Blackhawk Infrastructure Manager Tobias Lloyd. In addition to her duties managing the CommandLink migration and inventory and audit, zLinq Client Services Manager Becky York was able to identify extra spend, provide industry-specific expertise, and execute the entire process to right-size Blackhawk's telecom spend.