



TECH-GOFER

RoadRunner Recycling

CASE STUDY





RoadRunner Recycling is an end-to-end waste management and recycling company that works with small to large organizations who want to prioritize recycling and reducing costs.



When the current IT director started with the company, **there was virtually no IT department and were facing significant challenges within their contact center and phone system setup.**

Additionally, as the company was growing, there was a critical need for more technology infrastructure including integration, cybersecurity, and business development automation.

These issues combined with a small internal team translated to **stress, capacity, and efficiency problems.**



KEY ISSUES & CHALLENGES

STRATEGIES & SOLUTIONS

The IT director was initially skeptical of the Tech-Gofer approach and their ability to actually deliver meaningful value.

Specifically, he was concerned that Tech-Gofer would have an inherent bias or preference for certain vendors over others. His experience with Tech-Gofer revealed a truly vendor agnostic approach focused solely on the company's needs and goals. Tech-Gofer began with a **detailed vendor analysis and then provided a detailed executive summary sharing ROI calculations as well as a full comparison breakdown of the differences and benefits of the technology alternatives.**

The IT director has described the Tech-Gofer model as a that is dedicated to helping th **“seamless, objective” approach** e client identify, vet, and select the absolute best option.

RESULTS & OUTCOMES



Substantial time and effort were saved by the company's team by allowing Tech-Gofer to do much of the groundwork.

Also, specific **options and solutions were revealed that the company would not have known about otherwise** except for the relationships and expertise that Tech-Gofer brought to bear.

Finally, ***superior agreement terms were able to be negotiated*** than would likely have been realized without working with Tech-Gofer.



FUTURE OUTLOOK



Looking ahead, Tech-Gofer is working with the client to identify, engage, and **install a full scope of business development automation tools** to help the company grow faster and easier increasing revenues while reducing workload.

Of recommending Tech-Gofer to other organizations, the IT director says ***“Why not use them?! The service doesn’t cost anything so there is nothing to lose and a lot of time, efficiency, and potentially savings to gain.”***





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