

Cannon Group Helps Wawa with Expense and Mobility Management

Technology has always played a big role in Wawa's ability to deliver "convenience" to their customers, but they were struggling with managing costs and the strain on their limited IT resources. Wawa began working with Cannon Group in 2003 with multiple sourcing projects over the years covering voice, data and wireless agreements with all of the major carriers. By 2015, they were ready to expand the relationship further to include full telecom expense and mobility management.

CHALLENGE

Wawa's main challenges were reducing telecom costs and improving employee productivity by limiting the time spent on invoice management.

Additionally, Wawa was hoping to offload mobile fulfillment and end user support in order to relieve the pressure placed on their in-house help desk.

SOLUTION

Cannon Group implemented an expense management program by gathering and uploading all of the details regarding Wawa's telecom contracts, services and invoices into an expense management software program.

Cannon Group's dedicated consultant identified savings opportunities across all wireline and wireless services, managed negotiations with service providers, and reported monthly on realized savings.

Additionally, Cannon Group's Help Desk was chosen to provide Tier-1 mobility support to Wawa's rapidly growing number of mobile employees.

RESULTS

Cannon Group expense and mobility management programs have resulted in savings of +\$1M per year for the past 5 years.

While the number of devices supported by Cannon Group has grown from 1,500 to 2,600 during that same time period — the satisfaction rating of end users remained strong at 97 percent.

Wawa, Inc. is a privately held retailer that began opening up convenience food markets in 1964 in Pennsylvania. The company added gas stations in 1996 and today have grown to over 700 stores in 6 states. They've won numerous awards over the years, and they pride themselves on the quality of food and service they provide to their customers.

