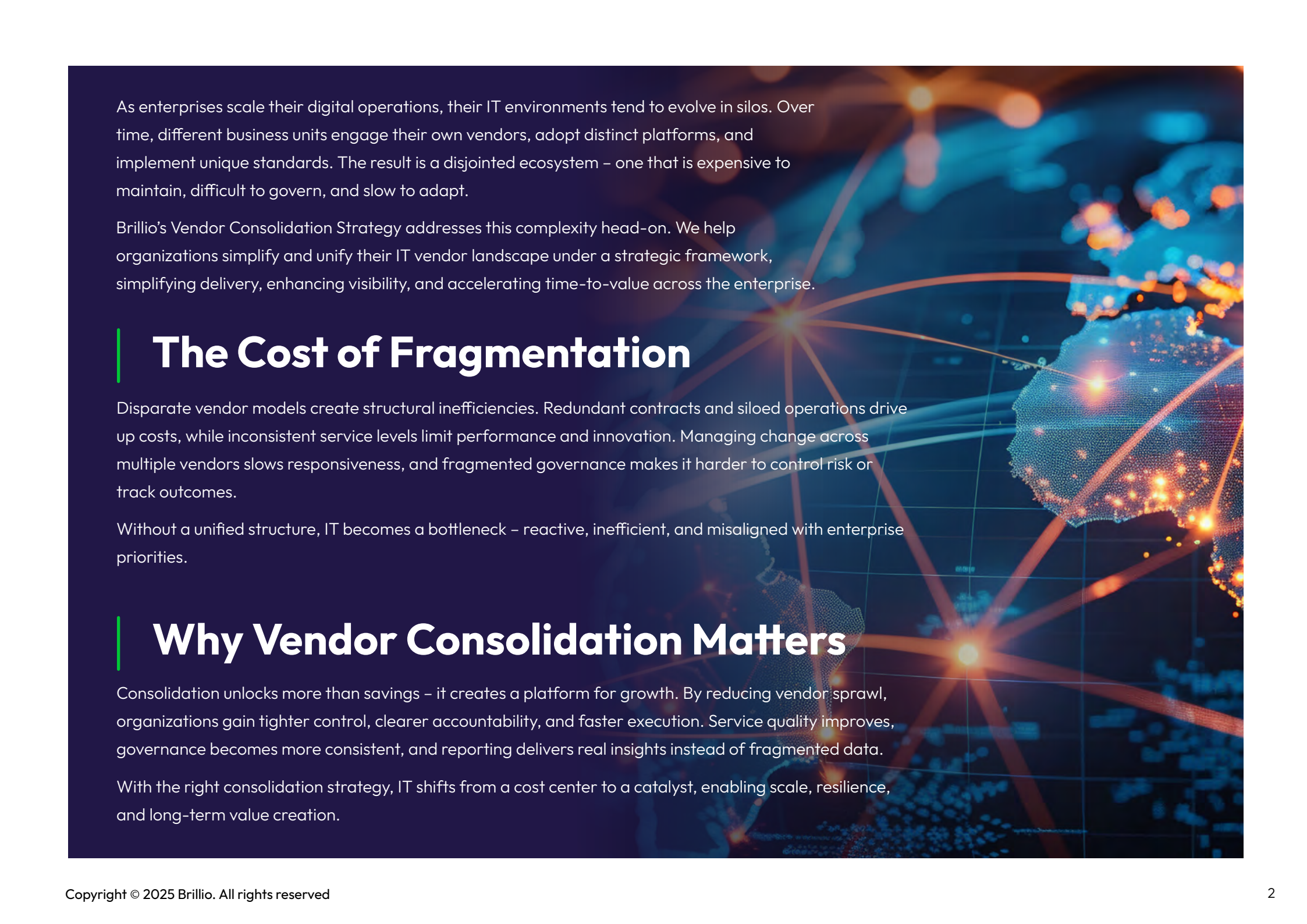# Rethinking Vendor Strategy: Brillio's Approach to IT Consolidation

Simplifying operations, reducing costs, and enabling growth through unified IT delivery

brillio

As enterprises scale their digital operations, their IT environments tend to evolve in silos. Over time, different business units engage their own vendors, adopt distinct platforms, and implement unique standards. The result is a disjointed ecosystem – one that is expensive to maintain, difficult to govern, and slow to adapt.

Brillio's Vendor Consolidation Strategy addresses this complexity head-on. We help organizations simplify and unify their IT vendor landscape under a strategic framework, simplifying delivery, enhancing visibility, and accelerating time-to-value across the enterprise.

The Cost of Fragmentation

Disparate vendor models create structural inefficiencies. Redundant contracts and siloed operations drive up costs, while inconsistent service levels limit performance and innovation. Managing change across multiple vendors slows responsiveness, and fragmented governance makes it harder to control risk or track outcomes.

Without a unified structure, IT becomes a bottleneck – reactive, inefficient, and misaligned with enterprise priorities.

Why Vendor Consolidation Matters

Consolidation unlocks more than savings – it creates a platform for growth. By reducing vendor sprawl, organizations gain tighter control, clearer accountability, and faster execution. Service quality improves, governance becomes more consistent, and reporting delivers real insights instead of fragmented data.

With the right consolidation strategy, IT shifts from a cost center to a catalyst, enabling scale, resilience, and long-term value creation.

Brillio's Approach: From Complexity to Cohesion

Brillio takes a phased approach to vendor consolidation, helping enterprises transition from fragmented relationships to a streamlined, high-performance IT operating model. Our method is anchored in business continuity, strategic alignment, and measurable outcomes.

1. Comprehensive Landscape Assessment

We begin by analyzing the current vendor environment, identifying inefficiencies, service overlaps, and scalability challenges. Through interviews with business and technology teams, we assess the commercial feasibility and fit of each vendor relationship.

2. Strategic Rationalization & Planning

Using fit-gap and bottleneck analyses, we help organizations prioritize key service areas for consolidation. Our phased rollout strategy ensures minimal disruption while maximizing early wins. We standardize governance, reporting, and performance metrics to support long-term success.

3. Scalable Execution Model

Our approach scales across the enterprise, enabling repeatable success through templated methodologies, success metrics, and roadmap planning. This ensures business continuity and positions the organization for future growth, innovation, and cost-effective operations.

4. Optimization for Value Delivery

With Brillio's guidance, clients benefit from a cohesive IT services ecosystem that's purpose-built for resilience, scalability, and innovation. We streamline delivery, reduce vendor sprawl, and create an environment where IT actively drives business goals.

Real-World Impact
of Vendor Consolidation

Streamlining IT Operations for a Leading EdTech Provider

25%+ Sales Efficiency Improvement through Vendor Consolidation

A major US-based EdTech company was facing rising costs and delivery inefficiencies across its IT landscape. With five separate vendors managing data, infrastructure, and application support, the organization lacked a unified governance model, leading to integration hurdles, visibility gaps, and limited scalability.

Brillio stepped in with a phased consolidation strategy designed to simplify operations and restore agility. We began with a deep assessment of platforms and processes, aligning stakeholders around a roadmap to eliminate redundancies and improve delivery. From there, we transitioned the client to a fully managed services model, implemented agile processes, and set up governance boards to ensure alignment and continuity.

As we executed, we resolved systemic backlogs, accelerated release cycles from three months to one, and introduced automation and DevOps pipelines to drive consistency at scale. Brillio also delivered persona-based dashboards within ServiceNow and rearchitected operations to support global agility. New platforms were launched to support both student lifecycle management and donor engagement.

The Results

- 20% cost reduction and improved continuity via rebadging
- 66% faster incident resolution; 30% reduction in resolution time
- 25% + increase in sales efficiency
- 10+ enterprise-wide platform transformations
- End-to-end data solution enabling a seamless student journey from awareness to enrollment

Our Success Stories

Modernizing Platforms for a Global B2B Commerce Leader in Under 90 Days

Consolidating Six Vendors to Accelerate Delivery and Scale

A global B2B e-commerce and event management leader was operating with six different vendors managing various aspects of its digital platform. The fragmented model created coordination challenges, slowed feature delivery, and limited scalability. Without a clear modernization roadmap, progress stalled.

Brillio stepped in as a single strategic partner to streamline operations and modernize the client's core legacy monolith platform to a multi-tenant MACH-based platform, with B2B2C capabilities. We began by assessing the existing environment, validating architecture, and designing a full-service delivery model with unified SLAs and cross-functional teams. Within 90 days, Brillio executed a structured transition plan, assumed platform ownership, and introduced agile development practices with rapid release cycles.

To ensure long-term success, we rolled out DevOps automation, codified knowledge for continuity, and re-architected the platform into a scalable, distributed commerce solution. Governance, GTM strategy, and reporting were standardized using Lean-Agile practices, enabling faster execution and clearer accountability across the board.

The Results

- Full platform re-architecture to replace legacy systems
- 2–3-week feature release cycles enabled by agile delivery
- 200+ brands supported with 99.5% platform uptime
- Reduced feature delivery costs and improved customer satisfaction
- 100% success across re-platforming, process improvement, and service delivery
- Brillio helped the client move from a fragmented vendor model to a unified, high-performing ecosystem, positioning them for sustained growth and agility.

Our Success Stories

Engineering at Scale for a Major US-Based OEM

Vendor Consolidation to Cut Costs and Accelerate Delivery

A leading US-based OEM was facing mounting pressure with multiple products, vendors, and acquisitions while controlling rising engineering costs. Fragmented vendor relationships, expensive onshore resources, and inconsistent technology stacks created operational bottlenecks. With internal teams stretched thin, the company needed a unified delivery model to stabilize and scale.

Brillio was brought in to lead a full-scale product and vendor consolidation effort. We took over the efforts for multiple key product lines, integrating internal and external teams into a single agile delivery engine. By rebadging resources and expanding offshore operations, we quickly reduced the cost base without sacrificing speed or quality.

Our outcome-based engagement model tied delivery to measurable business goals, enhancing transparency and accountability. In just 3 months, the client's operations scaled from zero to 150 engineers, building a resilient, high-performance organization with full platform continuity.

The Results

- Unified engineering governance and improved vendor visibility
- Faster time-to-market through agile, distributed teams
- Significant cost savings via offshore delivery
- Enhanced scalability and product continuity across the portfolio

Our Success Stories

ABOUT BRILLIO

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 17 locations across the US, the UK, Romania, Canada, Mexico, and India, our growing global workforce of 7,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work® in 2021, 2022, 2023, and 2024.

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