



RD[®]

Vitro brings 98% of its global IT services under control and optimizes hidden spend with HOLO ITEM

Executive Summary

Vitro, a global leader in the glass industry with operations in Mexico, the United States, Poland, and Germany, successfully implemented RD's **HOLO ITEM** platform through its strategic partner Kyndryl to optimize the end-to-end management of its IT services worldwide. With 95-98% of its services globalized—including support, telecom, licensing, and multiple providers—Vitro faced the challenge of managing highly detailed annual budgets, controlling costs in real time, and rigorously tracking contracts and renewals. Implementing **HOLO ITEM** transformed IT administration, providing complete visibility, precise budget control, and a centralized platform that has become a strategic tool for forecasting, historical analysis, and continuous spend optimization.

Client	Industry	Scope	Solution Implemented	Global Services
Vitro	Glass Manufacturing	4 Countries	HOLO ITEM Comprehensive IT Services Management Platform	95-98% IT Services

The Challenge

Alejandro García, Global IT Administrator at **Vitro**, describes the critical challenges the organization faced in managing IT services spread across multiple countries:

- **Complex global administration:** Managing 95-98% of IT services globalized across Mexico, the United States, Poland, and Germany, including support, telecom, licensing, and multiple providers
- **Demanding budget control:** Vitro requires highly detailed annual budgets with rigorous monthly tracking and absolute precision in cost projections
- **Multiple provider touchpoints:** Direct relationships to manage with providers of telecom, network links, and fixed and mobile telephony, requiring constant analysis and negotiation
- **Complex renewals and contracts:** Managing software renewals, purchase orders, and provider payments, and validating that contracts arrive at the estimated costs
- **Limited visibility into historical costs:** Hard to access historical rates and past contracts for comparisons and decision-making
- **Manual forecasting:** Forecasts built manually to project spend with specific providers such as Axtel
- **Decentralized billing:** Hard to access and consolidate invoices from multiple providers efficiently
- **Need for a specialized point of contact:** Staff needed exclusively for telecom cost analysis and provider management

The Solution

Implementing **HOLO ITEM**, integrated into Kyndryl's infrastructure management service, established a robust operating model that has evolved across multiple contracts and providers (T-Systems, Kyndryl), becoming a cornerstone of IT management at **Vitro**.



Implementation Model Through a Strategic Partner

Vitro adopted a specialized management model through its infrastructure provider:

- ✓ **Integration with the infrastructure provider:** HOLO ITEM was implemented as part of the infrastructure management contract with Kyndryl, establishing a strategic collaboration model
- ✓ **Dedicated specialized role:** RD provides staff dedicated exclusively to telecom cost analysis and provider management
- ✓ **Continuity across provider changes:** The model proved its value during the transition from T-Systems to Kyndryl, keeping operations consistent
- ✓ **Direct point of contact:** A direct communication channel between RD and Vitro's IT administration for fast issue resolution

Capabilities and Features Implemented

HOLO ITEM gives **Vitro** a comprehensive platform with multiple strategic capabilities:

- ✓ **Centralized billing management:** Automatic consolidation of invoices from all telecom providers in a single accessible portal
- ✓ **Historical rate analysis:** Access to complete rate and contract history for comparisons, benchmarking, and preparing future negotiations
- ✓ **Automated forecasting:** Custom forecasts (such as the Axtel forecast) that update automatically as new invoices are added
- ✓ **Customizable specialized reports:** Specific reports designed and implemented for the needs of different areas (administration, plants, finance)
- ✓ **Detailed budget control:** Real-time tracking of the authorized annual budget versus actual spend, making it easy to spot deviations early
- ✓ **Proactive provider management:** Automatic detection of discrepancies, price changes, and unreconciled charges, for immediate resolution with providers
- ✓ **Direct document download:** Finance teams (such as Divani) can download invoices directly, without intermediaries, speeding up payments
- ✓ **Specialized reporting:** Telcel-specific reports available directly in the portal for immediate reference

Established Operating Model

A collaborative, efficient workflow was established:

- ✓ **First line of contact:** RD acts as the first point of contact with providers, resolving operational issues
- ✓ **Strategic escalation:** Matters requiring an administrative decision are escalated to Alejandro García with full analysis and recommendations
- ✓ **Proactive review:** Continuous monitoring of changes in prices, services, and contract terms
- ✓ **Early alerts:** Immediate notice of discrepancies, unexpected changes, or billing issues that need attention
- ✓ **Joint resolution:** RD and Vitro's administration work together to resolve complex issues



Results & Benefits

The **HOLO ITEM** implementation has generated tangible, sustainable value for **Vitro** worldwide:

95-98% services globalized	Successful transition between providers	Detailed, accurate tracking	Single Centralized Portal	Full access to historical data	Continuous Updates
Global Scope of Management	Operational Continuity	Budget Control	Invoice Consolidation	Historical Analysis	Updated Forecasts

Customer Testimonial

"I'm the global IT administrator at Vitro. We have companies in Mexico, the United States, Poland, and Germany. 95-98% of our services are globalized here: support, telecom, licensing. The most important thing is controlling the budgets we're authorized each year. I build a very detailed budget of everything we'll spend in the year, across every service and every provider. Vitro asks us to control the budget in great detail and with great accuracy. We now have this role as part of our organization —outsourced, of course, but part of our organization. I'm in very close contact with José Alfredo. He's the first point of contact with the provider, and then he comes to me: 'Hey, this is happening, we need to pay attention here, this changed, they modified these prices.' And then we solve it together. I really like having that support."

Alejandro García,
Global IT Administrator, Vitro



Qualitative Benefits

- **Full multi-country visibility:** Unified control of services in Mexico, the United States, Poland, and Germany from a single platform
- **World-class budget control:** Ability to build, authorize, and track highly detailed budgets monthly with absolute precision
- **Proactive provider management:** Early detection of changes, discrepancies, and contract improvement opportunities
- **Dedicated specialized support:** RD's team acts as an extension of the IT team, bringing telecom management expertise
- **Negotiation readiness:** Immediate access to rate and contract history for comparisons and benchmarking
- **Faster financial processes:** Finance downloads invoices directly with no intermediaries, shortening cycle times
- **Custom reporting:** Specialized reports tailored to the specific needs of different areas
- **Automated forecasting:** No more manual projections, with continuous automatic updates
- **A constantly evolving platform:** Ongoing improvements with new features and optimizations based on business needs
- **Proven scalability:** Proven ability to extend the tool to new areas such as payroll and plant resources

Conclusion

The **Vitro** case shows the strategic value of an IT services management platform implemented at global scale through a strategic partner model. Managing 95-98% of IT services in four countries from a single platform, maintaining detailed and accurate budget control, and providing immediate access to historical data for analysis and negotiations is a significant achievement in the digital transformation of IT management.

Service continuity across multiple infrastructure providers (T-Systems, Kyndryl) validates the strength of the model and the maturity of the platform. The system's continuous evolution — automated forecasts, custom reports, and direct access for different areas— shows the flexibility and scalability of **HOLO ITEM**.

For global organizations that need rigorous budget control, multi-country IT services management, and a strategic partner that acts as an extension of the internal team, **HOLO ITEM** is the world-class platform that combines advanced technology, mature processes, and dedicated specialized support.



HOLO ITEM is a leading IT expense management platform in Latin America, with more than 10 years of experience and **more than 500,000 services managed** every month. Our solution **enables companies to manage** their technology services **globally** and in detail, certify spend performance, create transparency in usage, and keep service and asset inventories up to date.

To learn more about how HOLO ITEM can help your organization.

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