

FranNet is the most respected franchise broker group in North America. In business for over 30 years and with over 60 affiliated offices throughout the United States and Canada, they are a franchise company looking to fill open markets with new franchisees. FranNet offers experienced franchise experts with decades in the industry, focused on connecting you with the right opportunity. They get Franchising, so you can get Franchising!

Challenge

FranNet consultants specialize in connecting qualified franchisee prospects with top-tier, pre-screened franchise companies, providing an affordable and safe path to business ownership. Their mission is to match clients with the best franchise opportunities aligned with their goals. FranNet's technology landscape relied on multiple custom-built solutions supported by internal teams and external vendors. Over time, these legacy systems became costly to maintain, difficult to upgrade, and prone to security and infrastructure failures. Recognizing the need for a more scalable and cost-effective approach, CEO Jania Bailey sought a technology partner to help modernize their IT ecosystem. Just as FranNet matches entrepreneurs with the best opportunity, FranNet needed to match with a technology vendor who could help pave the way forward – enter Tsource.

Solution: Fractional IT to Drive Cost Efficiency & Innovation

In September 2023, FranNet engaged Tsource to stabilize its existing technology landscape and develop a forward-thinking technology strategy. The first step was conducting a **comprehensive Technology Assessment** to diagnose system inefficiencies and pinpoint opportunities for improvement. The assessment laid the foundation for a three-year Technology Roadmap, which outlined key initiatives to modernize FranNet's systems while managing IT costs effectively.

Strategic IT Enhancements & Cost Optimization

Tsource took a systematic approach to reduce FranNet's operational expenses while improving technology efficiency.

- **Stabilized Existing Systems:** Legacy platforms were upgraded to improve stability and security.
- **Redesigned IT Support Workflow:** Optimized Issue Management processes to validate problem tickets before escalating to third-party vendors, reducing unnecessary costs.
- **Refined Vendor Management:** Clarified vendor roles and responsibilities to enforce accountability and cost control.
- **Leveraged Hybrid Offshore Support:** Tsource introduced hybrid Onshore/Offshore cost-efficient teams to manage a three-tier support structure for legacy systems, reducing FranNet's reliance on third-party vendors.

- **Transitioned to Off-the-Shelf Solutions:** Identified and implemented scalable, cloud-based solutions to replace outdated, high-maintenance legacy systems over time.

Through these efforts, FranNet was not only able to transform their technology for the future, but they reduced their ongoing support costs significantly and the need to rely on 3rd parties to administer their SaaS-based solutions.

Results & Measurable Impact

FranNet successfully streamlined its IT operations while achieving significant cost savings:

- ✓ **Reduced monthly support costs** from \$30K to under \$8K a month.
- ✓ **Lowered per-hour ticket resolutions costs** by over 200%.
- ✓ **Eliminated third-party development dependencies**, allowing internal teams to manage and administer SaaS-based solutions.
- ✓ **Defined vendor responsibilities**, reducing vendor hours and costs while strengthening accountability.
- ✓ **Established a strategic IT roadmap**, balancing cost savings with long-term business growth.

Testimonial: A Partner in Technology Transformation

Jania Bailey, CFE | Chief Executive Office, FranNet

"Tsource has made a significant difference in our budget. When we began planning to integrate the new processes and systems, Tsource was very agreeable to the idea of not doing everything at once and how we could budget change in over the next couple of years. That really impressed me. Other companies would come in and say, 'oh all of this needs to be done right now and it's going to be this huge budget'. I didn't feel any of those same pressures from Tsource, quite the opposite. I felt like they wanted to do this at our pace and at our comfort level with the spend."

