Digital Consulting

A SMB client reduces software bloat and saves $20,000 a year

Explore how a disciplined approach to reviewing and documenting software processes can lead to an annual savings of $20,000.

$20,000
annual cost-savings

$300
annual licensing costs reduced from $20,000

The Challenge

Like many organizations, our client had accumulated technology solutions over time that once served an important purpose but no longer met current business needs.

One of those systems was a third-party scheduling tool that had been in place for years. It was reliable and deeply embedded in day-to-day operations, so it was viewed as mission-critical. But despite its stability, the organization was still paying nearly $20,000 every year for functionality that modern alternatives could now provide at a fraction of the cost.

Because the process “worked,” it had never been formally reevaluated. There was little documentation explaining why the tool had originally been selected, what alternatives existed, or whether the ongoing cost was still justified.

The Solution

As part of a broader process and documentation assessment, we conducted a structured review of the scheduling environment. The engagement focused on four key areas:

- **Process Evaluation:** Mapping the existing scheduling workflow to understand dependencies, business impact, inputs, and outputs.
- **Technology Review:** Identifying overlapping capabilities and evaluating tools already included within the client’s existing technology investments.
- **Modernization Analysis:** Determining whether native Microsoft technologies could provide the same functionality with equal or greater reliability.
- **Risk and Change Assessment:** Ensuring any replacement would preserve operational stability while minimizing disruption for end users.

Through this review, OZ Digital identified an opportunity to fully replace the third-party scheduling platform using Microsoft Logic Apps, a solution the client already owned through its Microsoft licensing agreement.

Next, we redesigned the scheduling workflow using Microsoft Logic Apps, eliminating the need for the third-party tool entirely.

The new solution:

- Replicated the required scheduling and automation behavior
- Integrated cleanly with the existing Microsoft ecosystem
- Required minimal operational change for end users
- Reduced long-term maintenance and vendor dependency

Because Logic Apps was already included in the client’s licensing, the replacement incurred only $300 annually in incremental costs.

Impact

The results delivered immediate and measurable business value:

- Annual licensing costs reduced from $20,000 to $300 generating an annual savings of $19,700
- Improved visibility into the scheduling process through updated documentation
- Reduced vendor reliance and simplified the overall technology stack
- Established a repeatable model for future process reviews

Beyond the direct cost savings, the engagement demonstrated how periodic review and documentation can uncover hidden inefficiencies that accumulate over time.

Key Takeaways

This engagement demonstrates the value of proactively reviewing systems that may appear stable on the surface:

- Even "working" systems can be unnecessarily expensive
- Legacy tools often outlive their original justification
- Existing platform capabilities are frequently underutilized
- Small architectural changes can produce significant financial returns