



Telecom Services

- Network Design
- Project Planning
- Expense Management
- Contract Negotiations
- Compliance & Control
- International Expansions

Unconditional Guarantee

From designing complex international networks, developing compliance and control procedures, to reducing telecom cost, our team of industry leading veterans has what it takes to exceed the most demanding expectations. We unconditionally guarantee all the services we provide.

THE CLIENT

- Numerous Sites Globally
- High Availability Up-time Network is a Must Have
- Six Data Centers geographically dispersed
- Three International Call Centers

THE GOALS

- Create and maintain an inventory of all Telecom Services, Carriers, & Invoices
- Reduce Costs
- Assist the Accounting Department with reporting and tracking Telecom Costs
- Free-up Internal Resources to focus on other projects
- Migrate all locations onto a unified platform
- Create short & long-term roadmap technology improvements
- Improve redundancy plans for voice & data
- Become Educated on Industry Standards & Best Practices

THE ISSUES

- No one has a firm grip on the total Cost of Telecom Services
- No one knows for sure how many Telecom Invoices they receive every month
- Each of the three Call Centers operate independently due to dissimilar systems
- Using Over 30 Different Telecom Providers
- Many different systems due to multiple acquisitions
- No centralized management of Telecom Services
- No Clear Vision of what should be done to improve services and systems

THE PROCESS

After a nearly six month discovery process, we were able to pull together a companywide inventory of all Telecom systems and services that were in place at the time. We conducted countless hours of meetings and conference calls to determine each department's individual immediate needs and long term plans. Using that information, we developed a short term plan to streamline, reduce costs, and improve redundancy.

While the short term plan was being implemented, we finalized a long term Roadmap to migrate all sites onto a unified solution as well as position the company for technology changes to improve efficiencies.



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THE RESULTS

- Client now has full visibility into all domestic and international Telecom services, invoices, and cost via a customized online portal.
- Client **regained 50+ man hours per week** that will be devoted to other IT projects.
- Unified three International Call Centers that generated a **cost savings in excess of \$1 Million per year, plus an estimated soft cost savings exceeding \$2 Million per year.** Additionally, the client can upsell their newly available Call Center services which will sustainably increase their revenue.
- **Single Point of Contact** for all locations, regardless of carrier or service. We assigned a permanent dedicated Technical Client Support Manager and a Technical Project Manager to serve as a Single Point of Contact for all Telecom related questions and issues.

Year one total hard cost savings in excess of \$2 Million per year, plus an estimated soft cost savings exceeding an additional \$2.3 Million per year.