

Telecom Audit Produced Blueprint For Future Savings



Voice & Data

This Case Study tends to be the norm with regards to the organization having hesitation up front to get to know Spectrum, Inc. We were referred into the CIO as a company “you just need to meet and better understand what they do.” We heard from the CIO after the fact that his team really didn’t want to meet with us but hesitantly agreed at his urging.

We met with the CIO and his IT staff. The IT staff was currently using multiple carriers for voice and data services. As in most cases they were happy with the network but very unhappy with the support.

Most companies feel they have a good handle on the data services but not such a good handle on the voice services. In their case they had an existing MPLS network for mission critical applications and voice services and a cable/Ethernet network for “big bandwidth” applications. They were also running centralized SIP services for voice. We explained how we could come in and provide a roadmap as to what services they have at each location, what it is costing them, and what technologies could be available to increase efficiencies.

We also explained how we operate as a “carrier” resource in becoming their first point of contact for all billing and service support. They loved the fact that they would no longer have to deal with the carrier support and speak with someone who was truly clueless about their account.

After the meeting, the CIO agreed to engage us to conduct a Voice & Data Audit of their services just to “validate” his current services and cost.

“I wasn’t sure if they could help, but my IT partners said they were a great company. I’m glad we had the initial meeting, it turned out to be a \$250,000 + meeting - PHIL GO, CIO

During the audit we uncovered over \$200,000 in savings!

Carrier Services

They had already received a price from their current provider and they were getting ready to renew his MPLS services. Since we did such a great job on the Voice & Data Audit. We asked them to engage us in the negotiation and they agreed. After a few meetings with the carrier and A LOT of going back and forth, we were able to reduce his cost by another \$120,000 over the term or 27%!



Woolpert, Inc

Established in 1911, Woolpert is a design, geospatial and infrastructure management firm focused on providing exceptional services and employing cutting-edge technologies and processes for clients in the federal, state/local and private sectors across the U.S.

- Size 500-1000 employees
- Locations – 20+
- Referred: By Partner
- Voice & Data Services: MPLS, Internet, SIP, and Local voice
- Mobile Services: Smartphones, Tablets, and Mifi’s

NOW ONTO MOBILITY!

This client took full advantage of our line of services and products to help reduce their costs by \$144,000.

How did we do this & what did the client like?

- TrueVue® technology platform
- Pre-Invoice Optimization
- Consolidated Carrier Portal
- Help Desk



BYOD

After seeing the success we had with their Voice & Data contract they reached out to us for help with their accounts. They had around 400 mobile devices and were contemplating migrating to a Bring Your Own Device “BYOD” environment. The gentlemen who had been managing the devices for the last 10 years had recently retired and the CIO didn’t want to add extra responsibilities to his already lean IT staff. The answer was simple. BYOD.

MANAGED MOBILITY

After a few conversations they decided to engage us to see if we could do any better than their planned stipend. We were able to not only reduce the cost by another \$144,000 (these were after our fees) but they also received access to a host of services from Spectrum:

- Access to our pre-invoice optimization, which means no more paying for more than you need or paying for overages.
- TrueVue, our consolidated carrier portal.
- Spectrum help desk services, which accomplished their goals and took this task off the desks of their staff.

Additionally by now using TrueVue® workflow management instead of the carrier’s portals, they allowed the end user to place a request in the portal, instead of calling or sending emails to the IT helpdesk. Now the only time anyone in IT has to get involved is if the end user request financially effects the company, otherwise the request is sent directly to the Spectrum back office to resolve. If it does effect the company financially, then an email is sent to the IT helpdesk and authorized approver to either approve or deny the request.

In the end we were able to save this client over \$464,000 and help their staff get back to what really makes them money!

