

Client: Centra Health System, Lynchburg VA

Key Challenges:

- Telecom - major area of monthly spend
- Local, long-distance and various wireless carriers
- No control of costs or inventory
- Over 1,900 wireless devices
- Multiple departments overlapping efforts to control expenses: IT, Accounts Payable, Supply Chain

Solutions:

- Outsource local, long distance and wireless cost & maintenance management
- A dedicated Account Manager to implement and maintain control of telecom costs and service
- Dedicated resource to field all telecom related inquiries (upgrades & add/delete features)
- Customized monthly and quarterly reports detailing minute, data and text plan usage

Results:

- All lines audited (wireless, LAN, and Long-distance)
- Disconnected/unused lines eliminated
- Wireless phone and testing plans pooled to ensure usage and cost savings optimization
- Overages eliminated saving over \$5,000 per month
- First quarter produced \$98,000 in annual savings
- Initial wireless optimization resulted in a \$105,000 savings