



### CUSTOMER OVERVIEW

- One of the nation's leading Consulting Firms engaged Profit Advisory Group to preform an audit on their telecom spend.
- Annual Telecom Spend volume: \$4.8M USD.
- Project Scope: 68+ locations.

### KEY CHALLENGES & OBJECTIVES:

- Extensive data collection effort.
- Achieving buy-in from multiple company stakeholders.
- Technology future upgrade options included for project.
- Objectives included significant cost reduction, obtaining best in class Contractual terms and conditions, improved strategic sourcing metrics and preparing for a future RFP.

### PROFIT ADVISORY GROUP SOLUTION:

- Data gathering and analysis, utilizing Profit Advisory Group's proprietary process, produced spend inventory for audit and preceded the scoping of the spend to be sourced.
- Proposed strategies were created and presented to Client IT leadership. replicating the current configuration with an optimized solution. Looking to the future when a technology change would be considered.
- Phase one: Profit Advisory Group developed a comprehensive inventory to determine need and use of all services. Pricing was corrected to be in line with the current Contracts. Service Optimization allowed for the cancellations of all unused services. PAG developed a Contract strategy to allow for the transition from current technology to the new technology without price increases.
- Phase two: The new solution were developed, vetted and potential new vendors were identified.

### RESULTS:

Client was able to reduce costs by almost 25% or \$1.2MM without any vendor change. Secured a credit of \$125,000 for late disconnect. Additionally, more favorable terms were added to the new agreements to insure that future changes could be made without penalty, services not being utilized could be cancelled with no penalty and bandwidth could be right-sized and the client would only pay for services they were actually using. Implemented optimization strategies helped reduce cost.

