

## REDUCED TELECOM EXPENSES BY 48%, WHILE INCREASING NETWORK REDUNDANCY AND VISIBILITY

One of the largest nonprofit career college systems in the U.S., operating 24 career college campuses across 11 states. Many of the locations added via mergers and acquisitions.

### CUSTOMER PROFILE

- Nationwide College System
- 24 campuses in 11 states
- \$7.3 Million in annual telecom billing

### CHALLENGES

- Disparate IT infrastructure landscape
- Receive 280 invoices from 24 different providers each month
- Minimal visibility into network performance and costs
- IT Department reorganization resulted in budget and headcount reduction

### CHALLENGES

Although the \$7.3-million-dollar Telecom and IT cost line item was among the largest on their corporate expense ledger each year, the Client lacked a true understanding of exactly what those charges entailed. They utilized four geographically dispersed IT Groups to support their campuses, with each of these operating independently, handling all procurement, vendor selection and carrier management activities individually. Thus, their IT infrastructure consisted of different services from different vendors at each location, with no overall visibility into network performance or costs. As IT needs increased and budgets decreased, this model proved to be inefficient and the Company decided to consolidate the four groups into one central IT team. This new team was charged with standardizing architecture and processes across all locations, lowering costs by at least 20% and reducing headcount.

### PROCESS

This Client initially met with Advantage to help get a handle on their telecom costs, but they soon realized that the Advantage team expertise could do much more than just save them money. Advantage would help them reengineer their nationwide voice and data network with newer technology and greater redundancy, assist with carrier management tasks that had become increasingly time consuming, and fill the void of expertise that would be left by their mandated headcount reduction.

The Advantage team analyzed all 280 monthly invoices and service records from 24 different providers to get an accurate inventory and cost breakdown for all existing voice, data and conferencing services at each location. The team then segmented the project into four tracks of work, based on product type (Conferencing, POTS/Broadband, Data/MPLS, Voice) and solicited proposals from a variety of providers that could offer consistent, state-of-the-art services with improved functionality across all locations at competitive rates with minimal service interruption. After reviewing the proposals, the team identified options that addressed all of the Clients functional, technical and financial needs, developed detailed cost/savings and business driver analyses for each and presented them to the customer for consideration.

### RESULTS

**\$2.5** MILLION SAVINGS  
(34%) IN YEAR 1

**\$3.75** MILLION SAVINGS  
(48%) IN YEAR 2

280 MONTHLY INVOICES  
**REDUCED TO 10**

24 SERVICE PROVIDERS  
**CONSOLIDATED TO 3**

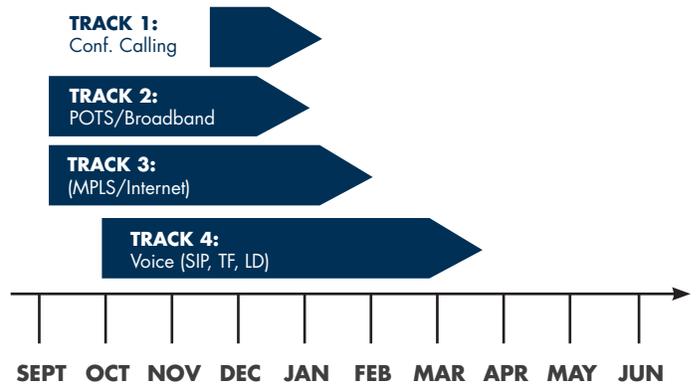
#### AS WELL AS:

- Standardized architecture, increased bandwidth and added redundancy across all 24 locations
- Portal-based visibility into service inventories and related contracts

**ALL AT NO COST TO THE CLIENT**

### IMPLEMENTATION

Once the Client selected the proposals of interest, the Advantage Project Management team went to work. Leveraging Advantage’s existing relationships with the selected providers - CenturyLink for MPLS and voice; Spectrotel for POTS and Broadband, and Level3 for conferencing - the team jointly developed a phased implementation plan, complete with estimated installation and savings timelines and risk mitigation activities. This focused approach helped keep the workload at a manageable level while prioritizing projects based on savings, risk and timeframe.



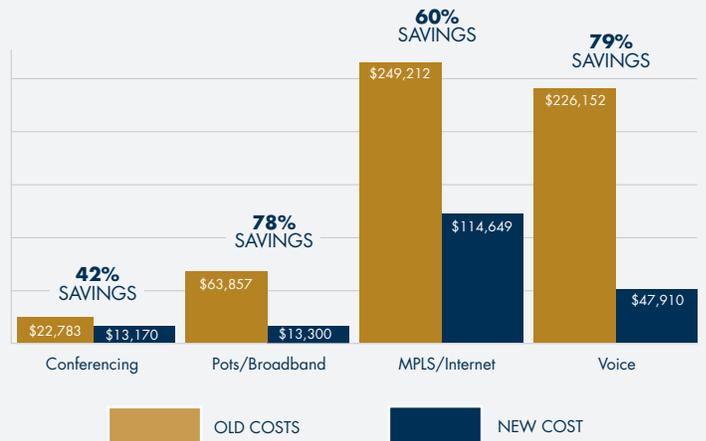
### RESULTS

Once implemented, these solutions gave the Client a standardized network configuration across all locations, a consistent vendor and product mix, and increased bandwidth delivered on a more flexible, resilient platform. With intense oversight from the Advantage Project Management team, the cutovers to the new MPLS and SIP-based voice services at each location were each handled with minimal or no service interruption. Since the transition of the POTS and Broadband services to the new vendor entailed only a billing change, there was no risk and no downtime. Lastly, the conferencing platform upgrade involved sending new credentials to users and conducting online training classes to review new functionality.

From an administrative point of view the solution reduced the number of providers from 24 to 3, lowered the number of monthly invoices from 280 to 10, and standardized the term on all service agreements so they all have the same expiration date. The Client’s new IT Team also has access to Liaison, Advantage’s customer portal, which allows them to proactively manage all of their services, submit and monitor trouble tickets, view and track contracts and pull and export granular reports by services, location and provider.

Financially at the end of the first year the Client realized a savings of 34% (approximately \$2.5 M), and by the end of year 2, when the remainder of their existing contracts expire, the savings will grow to 48% (\$3.75 M).

### MONTHLY SAVINGS BY PRODUCT TRACK



### PROJECTED ANNUAL SPEND

