

## Case Study: Large Financial Institution

### *Saved \$1,080,000 in telecom expenses*

#### ICCS SERVICES:

##### CLOUD SERVICES

Includes Virtual Servers, Data Backup & Disaster Recovery, Hosted PBX and Video Conferencing.

##### MANAGED SERVICES

Includes Managed Router, Managed Firewall and Server Colocation.

##### VOICE SERVICES

Includes Business Lines, Long Distance, Audio & Web Conferencing.

##### INTERNET & DATA

Includes fast, affordable, always-on Internet connectivity designed specifically for business customers.

##### COLOCATION

Includes secure, controlled and scalable data centers with a wide array of options that can be customized to fit your specifications.

#### Company Profile

Our client is an independent, full-service financial institution, providing a wide range of quality financial products and services. They primarily target small and medium-size businesses and consumers.

#### Business Situation

The client took advantage of our Technology Expense Management Services and asked us to provide an evaluation of their data and voice telecommunication services as they were looking for a better technology solution for their branches, which currently had multiple telecom providers and services in each branch. Our client was unhappy with their current telecom providers and wanted an opportunity to save money with a single point of contact, even if multiple telecom providers were utilized for different services. They were paying approximately **\$80,000** in monthly telecom expenses. In addition, our client was dealing with network stability and customer service issues with their current providers.

#### Solution

- Our account management team completed a business and technology needs assessment with the client. Based on our assessment and recommendation, we implemented:
- A better and simpler technology configuration which increased their network redundancy, provided proactive managed network security and 24x7 customer support.
- We saved our client **\$30,000** in monthly telecom expenses. This **37%** savings on their monthly expenses allowed them to invest those dollars for additional customer services and improved bottom line to shareholders.

#### Results

- As a result of our work, our client was able to save **\$360,000** annually in telecom expenses and **\$1,080,000** over the term of the contract.
- We delivered a stronger technology solution with increased network redundancy, customer support, plus a **37%** savings in their telecom expenses.
- Our dedicated account managed team interfaces with the client as their single point of contact to manage service installation and Tier 1 customer support.
- Our client is now working with us to implement a managed firewall solution for each branch and virtual server solution for their 100+ data servers by year-end, which will provide additional cost savings for the client.

#### About ICCS

Founded in 2005, Integrated Communications Consulting Services (ICCS) is one of the country's leading technology and telecommunication brokerage firms managing communication services for thousands of clients. For more information, please visit [www.ICCSagency.com](http://www.ICCSagency.com) or call **1.877.292.4227**.