

ICCS SERVICES:

CLOUD SERVICES

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

MANAGED SERVICES

Includes Managed Router, Managed Firewall and Server Colocation.

VOICE SERVICES

Includes Business Lines, Long Distance and 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.

AGENT SUCCESS CASE STUDY

Large Regional Bank

Saved \$1,080,000 in telecom expenses

Company Profile

Our client is an independent, full-service community bank, providing a wide range of quality financial products and services. They primarily target small and medium-size businesses and consumers. They are traded on the New York Stock Exchange and have 23 full-service office branches, spread throughout the northeast U.S.

Business Situation

An ICCS Agent introduced us to the client where the client 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. The client was unhappy with their current telecom providers and telecom sales rep 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, the 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 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

- ICCS Agent was generously compensated for the client introduction, as we moved the client's account away from the carrier's sales rep to ICCS.
- As a result of our work, our client saved **\$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 and income to our Agent.

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 or call **1.877.292.4227**.