



Client Success Stories: Public Sector

“ISI improved our profitability without burdening employees with the complex task of understanding the dynamic cellular marketplace.”

VP of Global IT Operations,
World's Largest Provider
of Products and Services
to the Oil and Gas Industries

Large Municipal Government

ISI was hired to assist with a telecom expense management improvement project. Major deliverables involved documenting current processes and resources, comparing the current situation to industry “best practices”, making strategic recommendations for change, developing an RFP, and recommending new technology. In addition to projected expense savings of \$500,000+ / year, the client will be able to increase productivity by 50% and reduce bill processing costs by nearly 75%.

Public Bus Company

ISI's engagement included situation analysis, management and user surveys, requirements definition, inventory analysis and documentation, strategic planning, RFP development, vendor evaluation, contract negotiation, implementation planning, and project management. In addition to supporting the design and implementation of new IP-based technology which is dramatically improving operations analysis, customer service and infrastructure management, ISI's savings recommendations will provide over \$125,000 in on-going, annual savings.

Association for Administrative Employees of State and Local Government

ISI's engagement focused on the inventory, optimization and management of wireless services, including cell phones, PDAs, pagers and data devices. Cost savings of more than 20% were achieved through the elimination of services and devices not in use, the recovery of costs billed in error, and the optimization of vendor plans and pricing. Other benefits included the automation of work-flow involved with bill processing, auditing, inventory tracking, approvals, cost allocations and payments. In addition, enhanced reporting was provided related to usage management, savings opportunities, vendor performance and cost center results.

Energy/Utility Company

ISI was engaged to document and analyze telecom resources in 30 locations including over 4,000 lines, trunks and circuits. A database was developed and data was collected and evaluated from a number of different sources including invoices, customer service records, HR information, cabling records, call accounting and traffic reports, PBX and voicemail configurations. Based on test calls and physical inventories, a “cleaned up” baseline was developed for use in planning new technology deployments. Significant cost savings were realized in eliminating services not in use, redesigning the voice network, and optimizing rates associated with the inventory.

About ISI

ISI Telemanagement Solutions, Inc. has a 30+ year history of providing telecom cost management solutions. Our software products, telemanagement services and outsourcing services have been helping organizations reduce telecom costs for 30 years. More than 8,500 customers count on ISI for cost savings, information management, value-added services and the optimization of their communications infrastructure.



**To learn more
about ISI's products
and services for the
Public Sector**

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