



“ISI saved us over \$100,000 annually. There was minimal involvement of our staff and no disruption. We now have visibility and control over our vendors and our telecom expenses.”

Chief Operating Officer,
National Hospital Management
Company

ISI Uncovers 35% Savings for Healthcare Service Providers

Pharmaceutical Services Provider

This national pharmaceutical services provider, listed by Fortune Magazine as one of the Fastest 100 Growing Companies, had many telecommunications challenges due to its dramatic growth over the past few years.

ISI was first hired to perform its Telecom Profit Optimizer service, a one-time project designed to reduce the company's telecom costs. ISI identified and implemented recommendations totaling over \$566,000 in annual ongoing savings and \$70,000 in credits. Areas of cost reduction were:

Challenge: Control Telecom Costs during rapid growth

ISI Results:

- \$566,000 annual savings
- \$70,000 in credits
- Ongoing telecom invoice management

- ✓ Reducing wireless costs by changing rate plans and eliminating unused devices
- ✓ Removing unused lines and circuits
- ✓ Eliminating off-contract long distance charges
- ✓ Obtaining credits for extensive data network billing errors and miscellaneous slamming charges

ISI also worked with this organization to implement an ongoing Invoice Management Solution which includes software to assist with bill processing. Through this implementation, ISI has helped centralize telecom billing, eliminate billing errors, identify savings opportunities on an ongoing basis, create a quicker way to process bills using an online approval process, and provide management with a greater visibility to its telecom expense.



Join the 300+ Healthcare Providers who already use ISI

Contact Mark McNeill,
Director of Healthcare
Telecom Services, at
800.366.6550 x978 or
mmcneill@isi-info.com

**Visit us online at
www.isi-info.com**

National Home Healthcare Services Provider

A nationwide provider of home healthcare services with numerous, independent and autonomous subsidiaries and business units, viewed telecommunications costs as excessive and out of control. Major problems included recurring billing errors, charges for services not in use, sub-optimal pricing plans, a proliferation of vendors and invoices, late payment fees and major service disruptions. Prior attempts to reduce expenses through internal efforts had been unsuccessful because of limited staff time, information and expertise, as well as frustration with vendor support.

Challenge: Independent subsidiaries driving higher telecom costs

ISI Results:

- \$350,000 annual savings
- Centralized management of all telecom invoices

ISI was engaged by the client to perform its Telecom Profit Optimizer service and then to provide on-going telecom and expense management services. Our Telecom Profit Optimizer services provided annualized telecom cost savings of \$350,000 in the following areas, as well as an inventory of all vendors, accounts and services at an

Additional Success Stories



ISI Telemanagement Solutions, Inc.

Why Healthcare Providers Choose ISI

Experienced Specialists

- Project team averages 20+ years of telecom and significant Healthcare experience

Quality Service

- Excellent references
- 8,500+ loyal customers
- ISO-certified company
- 29 years experience in the telecom business

Proven Methodologies

- Defined tasks, responsibilities, deliverables and time-frames

Customer Control

- We only implement approved recommendations.

Comprehensive Expense Reduction

- Project-based optimization services
- Vendor sourcing
- Telecom and invoice management software
- Outsourcing/managed services and training

No-risk, Contingency-based Pricing

- Pay only for approved and implemented results

Learn more by visiting us on the web:
www.isi-info.com

enterprise level and for 125 locations:

- \$60,000 for vendor billing errors and elimination of services not in use
- \$75,000 in local service expense related to network engineering and contract optimization
- \$100,000 in long distance expense through equipment engineering and contract optimization
- \$40,000 for wireless plan optimization and elimination of unused devices
- \$35,000 in savings related to conferencing, directory assistance and other areas of service
- \$40,000 through greater staff efficiencies associated with management of vendors, invoices, contract and orders

National Cancer Treatment Provider

This nationwide US Oncology physician network faced particular challenges which it retained ISI to address, including rapid growth, decentralized decision-making, vendor billing issues, and plans for an IP Telephony enterprise-wide conversion. IT and Accounting staff had tried for more than a year to address these challenges, with limited success.

Challenge: Vendor billing errors and a move to IP Telephony

ISI Results:

- \$175,000 annual savings
- IP Telephony migration plan
- IP Vendor management

ISI's engagement involved the focused review of \$500,000 in annual voice and data expenses. By project completion, the organization realized savings of 35%, including \$25,000 in one-time credits and refunds and \$150,000 in annual savings. Working closely with company personnel and its IP Telephony vendor, ISI was also able to assist with defining specifications and plans, as well as recommending additional hard dollar savings, operating efficiencies, and other business benefits beyond the \$175,000 cited above.

Using its knowledge of vendor organizations and processes, ISI was able to document and recover erroneous charges going back several years in time. Examples included pricing errors at an account and line item level, charges payable by other firms, and services that were not disconnected properly. Over 50% of on-going savings resulted from the elimination of voice and data services not in use. Significant savings were also achieved by ISI's negotiation of custom contracts with vendors and the efficient reallocation of services by vendor.

ISI's detailed, turn-key approach enabled our client to minimize its involvement of time and resources and rely on ISI to fully implement all approved recommendations, while maximizing savings and benefits.

Over 50% of on-going savings resulted from elimination of services not in use.



ISI Telemanagement Solutions, Inc.

1051 Perimeter Drive, Suite 200

Schaumburg, Illinois 60173

© 2011 ISI Telemanagement Solutions, Inc.

All rights reserved.

120106