



## Client Success Stories: Hospitality

*“Our savings as a result of our arrangement with ISI have been significant and profound and have greatly added to the overall financial performance of our facility.”*

Telecom Manager;  
Lodging and Conference Facility

### Historic Lodging and Conference Facility

A luxury facility for guests associated with an elite eastern university asked ISI to help reduce their telecom costs while providing their guests with better services. ISI's analysis and recommendations included:

- 1) Optimizing rates for voice, cellular, and equipment maintenance services
- 2) Eliminating services billed in error or not in use
- 3) Recommending engineering changes to optimize their network

As a result of this traffic analysis, the customer was able to realize total savings of approximately 25%. “We would be only too happy to recommend ISI to other hotel properties, primarily due to the excellent service and knowledge they provided. Our savings as a result of our arrangement with ISI have been significant and profound and have greatly added to the overall financial performance of our facility,” stated the Telecom Manager.

### Luxury Hotel and Conference Center

Performed comprehensive audit, inventory and optimization project utilizing ISI software for traffic analysis. Achieved savings of over 20% related to billing error cost recovery, elimination of services not in use, and optimization of contracts and pricing.

### Nationwide Real Estate Company

By project completion, this client realized savings of over 40%, including \$65,000 in one-time credits and refunds and \$110,000 in annual savings. Using our knowledge of vendor organizations and processes, ISI was able to document and recover erroneous charges going back several years in time. Examples include pricing errors at an account and line item level, and analog trunks and circuit component charges that were not disconnected properly.

Over 50% of on-going savings were related to the elimination of voice and data services not in use. Significant savings were also implemented through ISI consolidating and more efficiently assigning services by vendor. ISI's detailed, turn-key approach enabled the client to minimize the involvement of time and resources and rely on ISI to fully implement all approved recommendations, while maximizing savings and benefits.

### 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 3,000 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  
Hospitality products  
and services**

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