



## ISI Uncovers Savings for National Accounting Firm

### Telemanagement Savings and Control

A national accounting firm realized \$166,000 first-year savings with an ongoing cost reduction of \$131,000 per year.

#### Client Profile

The client, a national accounting firm, has numerous, independent and autonomous offices and business units.

#### Background

The client's telecom department had been able to effectively reduce their telecom costs through (1.) ongoing work with their carrier representatives and (2.) monthly reviews of their telecom invoices for errors and contract compliance. Although management was satisfied with the telecom staff's reduction of costs, they decided that the staff's workload could be reduced and they would be more productive by hiring outside expertise to find incremental savings on a contingency fee basis.

#### Summary

The client realized \$166,000 of first-year cost savings – a 17% decrease in its local service costs in less than six months. These savings included ongoing cost reduction of \$131,000 per year. At the end of the project, the client also received an inventory of all vendors, accounts and services for 55 locations. The results were achieved with minimal client involvement and no business disruption.

#### Project Concerns

Despite their desire to reduce costs, the client was concerned that the time they would have to devote to the project would not be worthwhile. Would the project achieve material cost savings? How soon? How much staff time would be needed? Would business be disrupted? Who should be hired to do the work and why?

#### Why ISI Was Selected

The client identified several key reasons for choosing ISI to address its challenges and achieve optimal results:

**Experienced Specialists** – project team averaged more than 20 years of telecom experience

**Quality Service** – excellent references, 8,500 loyal customers, 26 years in the telecom business

**Proven Methodologies** – defined tasks, responsibilities, deliverables and timeframes

**Implementation of Recommendations** – project included implementation of changes, vendor coordination and more, thereby limiting the staff time required by client

**Comprehensive Solutions** – Consulting, Vendor Sourcing, Software, Training and Outsourcing



## About Us

ISI Telemanagement Solutions, Inc., offers a full line of telecom cost management and reduction products and services. We help clients recover, avoid and continuously drive down telecom costs through invoice management, wireless management and optimization, cost reduction and recovery services, call accounting, vendor sourcing, and a full array of outsourcing solutions.

ISI exemplifies a 30-year commitment to quality customer service. More than 3,000 customers rely on us for cost savings, information management and value-added services. Our resources function as an extension of your organization, providing support on a project basis or as an ongoing business partner. This is particularly important when personnel or expertise are costly and scarce. We save you time, aggravation and confusion, while providing profit enhancement and recovery of prior expenditures.

## Cost Saving Results

After completing ISI's Telecom Savings Assessment process, ISI was engaged by the client to perform a Telecom Profit Optimization project on its local services. Working at the firm's pace, it was completed in six months resulting in first-year cost savings of \$166,000 - 17% of its total expense. In addition, the client decreased its labor costs through greater staff efficiencies associated with management of vendors, invoices, contracts, orders, etc. A significant amount of this time was saved through invoice consolidation and conversion to electronic billing wherever possible.

## Areas of Cost Savings

- Line and/or circuit optimization at more than 20 of the firm's 55 sites
- Elimination of billing errors, third party billing and "Slamming"
- Removal of duplicate and unnecessary services
- Optimization of contract rates and terms
- Redesign of the telecom network
- Consolidation of telecom invoices, converting to electronic billing where possible
- "Bundling" of services

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