

## Case Study: TIO (85 Sites)

**Client:** Regional Medical Practice Group

**Needs:** Savings, Network Optimization, Accurate Inventory Data

### **Situational Analysis:**

Our Client operated as a separate entity from its corporate partner, a hospital group, for which OptiCOMM had previously completed a TIO project. Now this Client was seeking to achieve its own telecom expense reductions and network efficiency gains. Assurance of fully realizing savings that were surfaced was a priority. Additionally, our client desired creation of a telecom inventory database of its assets and services.

OptiCOMM and our Client agreed that a TIO project would serve the Client's needs best. On-site audits of the 85 separate medical practices were included.

Deliverables would include a complete telecom inventory database, billing reconciliation (including wireless plans) and network optimization recommendations focused to savings and increased efficiencies. Implementation by OptiCOMM of all approved savings solutions with applicable vendors was also requested to ensure found savings would be fully realized by the Client for expedited utilization.

Every OptiCOMM TIO project comes with a guarantee of recovery of annualized savings for the Client of at least 11%. Consulting engagement fees are based on the established upfront 11% guarantee level. Any upsides above the 11% threshold solely benefit the Client, without further compensation gain to OptiCOMM.

In-scope annual telecom spend was \$1.35 million.

### **Findings:**

Our Client's decision-making was decentralized with regards to telecom, and the practice managers made most of the technical decisions. There was not a discernable standard for the practice locations. Traditionally, each site was responsible for its own carrier services (landline, circuits, cable, etc.), vendor agreements and equipment.

OptiCOMM conducted on-site audits at the 85 locations. Each of the medical practices had a minimum of a 50MB coax circuit or higher based on need for their data connection; selected sites had fiber connectivity which seemed to conclude that there were no set standards. The Client had a data network operation group that oversaw and managed the data platform, equipment, carrier services and delivery.

### **Solutions:**

A catalog of telecom services and assets were catalogued into a newly created telecom inventory database for the Client's future use.

Our Client was provided with solutions covering areas of data circuit utilization, local line utilization (dialing), closed sites, old technology found, unnecessary services, wireless plan optimization, alternate vendors, circuits in alarm, contract negotiation, and billing inaccuracies.

OptiCOMM recommended that the Client take full advantage of bundled rate services. To avoid having to procure a new phone switch, OptiCOMM recommended the Client move to a hosted voice solution.

### **Overall Impact:**

- ▲ Smarter utilization of services allowed avoidance of new asset purchase
- ▲ Client gained a complete and accurate telecom inventory database for better forward management capability.
- ▲ Key solutions for this Client were wireless plan optimization and removal of unneeded features, which represented nearly 45% of the total savings of all OptiCOMM solutions.
- ▲ **Annual savings to the Client was \$249,000 (18% of their annual spend, and well above the 11% upfront guarantee level)**