

# Thin resources battle telecom overages and half baked solutions while growing



## Success

A large Shared Services organization managing three credit unions with 2,000 employees and 110 locations endured telecom expenses that ran 20% over their estimates, battled circuit delays, and faced increasing pressure to improve telecom management. They hired zLinq to provide expert telecom management resources and cost-optimize services in order to reinvest in the personnel necessary for sustained growth.

### Results

- Reduced annual telecom expenses by \$713K annually on a \$2.5M annual budget
- Freed up 75 days/year of engineering capacity
- Increased resiliency and performance of voice services across the enterprise

### Contact Us!

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### The Problem

- Telecom expenses exceeded estimates by 20%
- Stuck between getting things done and looking for funds
- Inadequate telecom management created cascading consequences
- Tracking expenses required manually reviewing long invoices with billing issues and fluctuating usage
- SIP migration for call centers and branches lacked critical project management
- New site deployments and circuit orders resulted in delays, wasted time, and unplanned sprints
- Irregular provider management resulted in subpar results

### Trials and Errors

- VARs and Consultants did one-time projects and disappeared
- Expensive auditors recommended nonsense methods of savings
- TEM managed invoicing but not inventory and still required dedicated internal resources
- Broker wanted to replace telecom service providers

### How zLinq Helped

- Offloaded project management, provider coordination, and inventory tracking
- Ran a formal vendor selection process for SIP services and executed a successful transition to SIP
- Offloaded carrier procurement, service management, billing issues, and project managing implementations

## Our Solution is Proven

