CUSO outsources communications lifecycle management to reduce costs, increase efficiencies, and future-proof infrastructure

zLinq

Situation

Open Technology Solutions (OTS) is a Credit Union Service Organization (CUSO) that provides full IT support and infrastructure to three large credit unions — Bellco in Colorado, SECU of Maryland, and Bethpage Federal Credit Union in New York — as well as a 900-agent shared service center.

CUSO for 3 large credit unions across the US

$25B
Combined assets

$4.6M
in annual communications spend

150+
Locations

900+
Shared service center seats

150+
Sophisticated IT staff

1,013
Telecom asset inventory records

18
Communications providers

Challenges

With no internal resource dedicated to managing their large communications footprint, OTS faced rising costs and inefficiencies. The organization wanted to re-allocate IT time spent maintaining inventories and auditing pricing to support technical business demands — while streamlining process and costs. In preparation for digital transformation initiatives, OTS also needed help evaluating technologies and vendors to future-proof its voice infrastructure and contact center.

"zLinq has saved me 5 FTEs on provisioning and project management alone. I am 100% confident in having them handle all of our communications needs."

– MATT DOBECK
DIRECTOR OF INFRASTRUCTURE, OTS

Contact Us!
info@getzlinq.com

See following page for zLinq's unique solution and results.

CUSO outsources communications lifecycle management to reduce costs, increase efficiencies, and future-proof infrastructure

Solution

OTS partnered with zLinq to transform communications lifecycle management.

1 **Comprehensive Communications Audit.** zLinq audited and documented in a single-pane portal all services, costs, and contractual obligations across providers.

2 **Optimization.** Utilizing a deep benchmarking database, zLinq identified opportunities to decommission obsolete assets, renegotiate contracts, and correct billing issues.

3 **Vendor Selection.** Leveraging deep knowledge of vendor landscape and pricing specific to credit unions, zLinq helped select and implement new technologies for contact center and legacy phone systems.

4 **Lifecycle Management.** zLinq continues to serve as the single point of contact managing the full spectrum of services across all providers so IT can focus on mission-critical work.

"In just the first month of engagement, zLinq yielded hundreds of thousands of dollars in savings. They are continually reviewing and analyzing our business, interfacing with the carriers on our behalf, and providing solutions to make sure we are meeting industry standards."

– SHERRY DRAKE, VENDOR MANAGEMENT, OTS

Results

SIGNIFICANT MATERIAL COST SAVINGS

- $302K one-time adjustments
- $325K annualized savings
- $1,672,037 in hard savings since 2018

DRAMATIC EFFICIENCY GAINS

- 80% less time managing day-to-day communications services
- Better negotiated contracts + accurate and predictable budgeting data
- Optimal visibility into all telecom services via single-pane inventory portal

FUTURE-PROOF TECHNOLOGY INFRASTRUCTURE

Expert guidance in evaluating technologies and vendors for building more feature-rich voice infrastructure including MS Teams voice enablement, contact center selection, and Wide Area Network (WAN) design on multiple providers

zLinq optimizes your communications lifecycle
zLinq transforms the business communications experience by empowering multi-location companies to optimize the full lifecycle of their voice and data assets. As an extension of your IT team, we help select vendors and implement strategies that reduce spend and risk, increase resilience and compliance, and catalyze performance.

Contact Us!
info@getzlinq.com