Healthcare IT Caught between Audit and Agent on Cost-Cutting

Success

A large healthcare company with over 10,000 employees and 170 locations was tasked with an initiative to reduce IT costs by 10%. zLinq helped achieve their efficiency goals.

Results

- $734K in annual savings after Year 1 (31%)
- $2.2M in total annual savings over 7 years (51%)
- Proprietary zLinq inventory software replaced Excel spreadsheets providing single-window visibility and controls
- Drove more effective audits and decisions
- zLinq team replaced the equivalent of 1.5 FTEs to fully manage 20+ MACDs per month and renegotiate services on an ongoing basis
- Updates Client via regular status meetings and escalates complex technical issues when necessary

Contact Us!

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The Problem

- Needed to cut IT costs by 10% without impacting service level
- Network Manager and Controller managed 20+ Move, Add, Change, and Disconnections (MACDs) and 600+ accounts every month
- Facilities dealt with telecom vendors directly, eroding purchasing power and increasing costs unnecessarily

Trials and Errors

- A year prior, a 3rd party telecom audit yielded poor results
- Recommendations impacted service levels or were inconsistent with technology strategy
- The few recommendations that were acceptable could not be implemented without further help, which the auditor could not provide
- Implemented only 2% of recommendations so cost-cutting needs went completely unfulfilled
- Unsatisfied with the prior agent and feared disruption

How zLinq Helped

- Implemented Telecom Lifecycle Management supplementing software, staffing and savings
- Uploaded 600+ telecom records from 20+ different telecom providers into a centralized web portal
- Learned Client policies and strategic direction via discussions with CIO, IT Director, Finance and Networking teams so Controller and Network Manager could offload administrative activities
- Guaranteed savings that would allow IT to meet the corporate cost-cutting initiative by functioning as an extension of their IT Department

Our Solution is Proven

LogRhythm — The Security Intelligence Company

BELLCO — Banking for Everyone.

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