750 Employees, 30 Locations, 1 IT and Telecom Manager



Success



A mid-size senior living corporation had grown to 30 locations and 750 employees but struggled with complex vendor management issues. Each location had a unique tax ID number, which complicated agreements and led to inefficient and ineffective service. zLing's Telecom Lifecycle Management handled vendor contracts, saving money, time and headaches

The Problem



- Client organizes each property under unique tax IDs
- · Multiple service providers caused limited customer leverage
- Complexity of multiple carriers and services required extensive management
- · Difficult to get things done with most providers
- Settled for poor contract terms due to required flexibility to buy/ sell/transfer facilities
- Delivering good returns to property owners placed downward pressure on funds and budget

Results

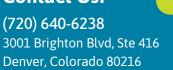
- Complete inventory of all services (including analog lines) with accurate billing
- RPM inventory management software simplified tracking and reporting service issues
- Easier quoting from multiple vendors by making one "ask" to zLinq
- Saves 10 hours per week for IT and 3 hours per week for Finance

Trials and Errors



- Full responsibility for telecom management along with all aspects of technology given to a single IT manager
- Did not want to hand-off full responsibility for all sites at once due to perceived risk in telecom service management

Contact Us!





How zLing Helped



- Deployed Telecom Lifecycle Management, handling all vendor contracts
- Deployed zLing inventory management software
- Information on current projects recorded and made easily accessible

Our Solution is Proven









