

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. zLinq's Telecom Lifecycle Management handled vendor contracts, saving money, time and headaches

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

Contact Us!

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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

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

How zLinq Helped

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

Our Solution is Proven

