

# Rapid growth required more than telecom installation help



## Success

With 50 locations and 12 new sites under construction, a senior living corporation's telecom management had become cumbersome and inefficient at scale. zLinq's telecom lifecycle management solution centralized billing, proactively addressed contract renewal opportunities and eliminated ongoing service fees.

### Results

- Saved \$18K in annual expenses during the first month of the engagement by disconnecting unused circuits
- Renegotiated overpriced services without contracting for a new term
- Evaluated and negotiated pricing for a new company-wide hosted voip system
- Provided proactive control of service agreements and vendor management

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### The Problem

- Received multiple disconnect notices and late fees for unnoticed invoices
- Carriers raised rates upon contract renewal without notice and tacked on exorbitant fees
- Contracts auto-renewed while attempting to divest property
- High internal employee turnover created systemic disorganization within telecom and internet services on site
- Each client site functioned like a small business rather than part of a larger, centralized enterprise

### Trials and Errors

- Construction team used agent to install new services, but ongoing assistance with service and administrative management was lacking
- Accounts Payable (AP) central billing inbox initiative failed due to complexity and time requirements
- AP telecom services spreadsheet also fell apart from disorganization

### How zLinq Helped

- zLinq built an extensive inventory directory to easily access and navigate daily administration and management, as well as AP
- Manages contracts, updates centralized system and proactively manages renewal opportunities
- Works directly with carriers to negotiate new solutions and renewals

## Our Solution is Proven

