

Financial Services Institution Growing Too Quickly to Control Costs



Success

An 80-location financial services institution was adding branch locations quickly. Acquisitions meant inherited phone systems that joined the backlog of migrations, leaving less time to negotiate overpriced contracts. zLinq renegotiated contracts and managed vendors for significant savings and flexibility.

Results

- Reduced SDWAN pricing on just one circuit by 50%+ for \$8,400 annual savings. Second circuit renegotiated for additional \$8,688 annual savings
- 70+ circuits up for renewal with an additional saving opportunity of \$84,000 annually
- Proactively identified additional efficiency opportunities where carriers underdeliver and overcharge
- Client is continuing to offload telecom administration so the IT team can focus on core priorities and objectives, like accelerating the migration to SDWAN and CCI VoIP

Contact Us!

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The Problem

- Acquisition rate of at least one new bank annually
- IT team burdened with administrative tasks, such as a hybrid VOIP environment, adding/removing lines, etc.
- Rural locations had little-to-no provider competition and benchmarking data
- Lack of enterprise-wide transparency of branch inventory left little ability to control costs
- Trouble validating that service providers were upholding service agreements

Trials and Errors

- Two-person telecom team was doing the best they could under severe constraints
- Inherited phone systems
- Didn't have benchmarking experience with negotiators
- Worked with other telco agents and consultants in the past without positive results
- Couldn't find budget to bring in assistance

How zLinq Helped

- Renegotiated pricing on contract renewals
- Established Telecom Lifecycle Management and initiated a monthly Service Level Agreement (SLA) cadence with providers for credits with qualifying outages
- Developed a VoIP migration process for acquisition sites
- Took lead on quoting and ordering

Our Solution is Proven

