

STANDARDIZED ARCHITECTURE WITH IMPROVED FUNCTIONALITY ACROSS 140 LOCATIONS. FOR 18% LESS EACH MONTH.

One of the world's leading financial services companies, providing insurance, investments and annuities, and retirement products to 27 million customers.

CUSTOMER PROFILE

- Global Insurance and Financial Services Company
- 140+ Field Offices across the US
- \$600,000 annual telecom billing

CHALLENGES

- Disparate IT infrastructure
- Insufficient bandwidth at most locations
- Aggressive budget and resource constraints
- Managing 30+ carriers and 500+ invoices is too time consuming

RESULTS

\$108,000
(18%) IN ANNUAL SAVINGS

OVERALL BANDWIDTH
INCREASED BY OVER 400%

MULTIPLE SUPPORT & BILLING PLATFORMS
CONSOLIDATED TO ONE

AS WELL AS:

- Simplified and standardized architecture with added functionality across all locations
- Added proactive monitoring and support to ease burden on IT team
- No disruption for end users

ALL AT NO COST TO THE CLIENT

CHALLENGE

This major financial firm operates over 140 Field Agent Office locations across the US, with a plan to add 10-15 new locations every year. Each of these offices requires voice and internet service, but due to the geographic diversity of their locations, they had been procuring services from dozens of regional providers, each of which had individual contract, payment, and service terms. There also was no unified architecture across locations: data services included cable broadband, T1, and DSL; and for voice they used a mix of coax, copper T1 and POTS lines. This resulted in a disparate infrastructure that was costly, complex and difficult to implement, move, and manage. Fragmented provider relationships and frequent office relocations resulted in termination fees that added expense but not value or service. On the administrative side, over 500 invoice payments were necessary every year.

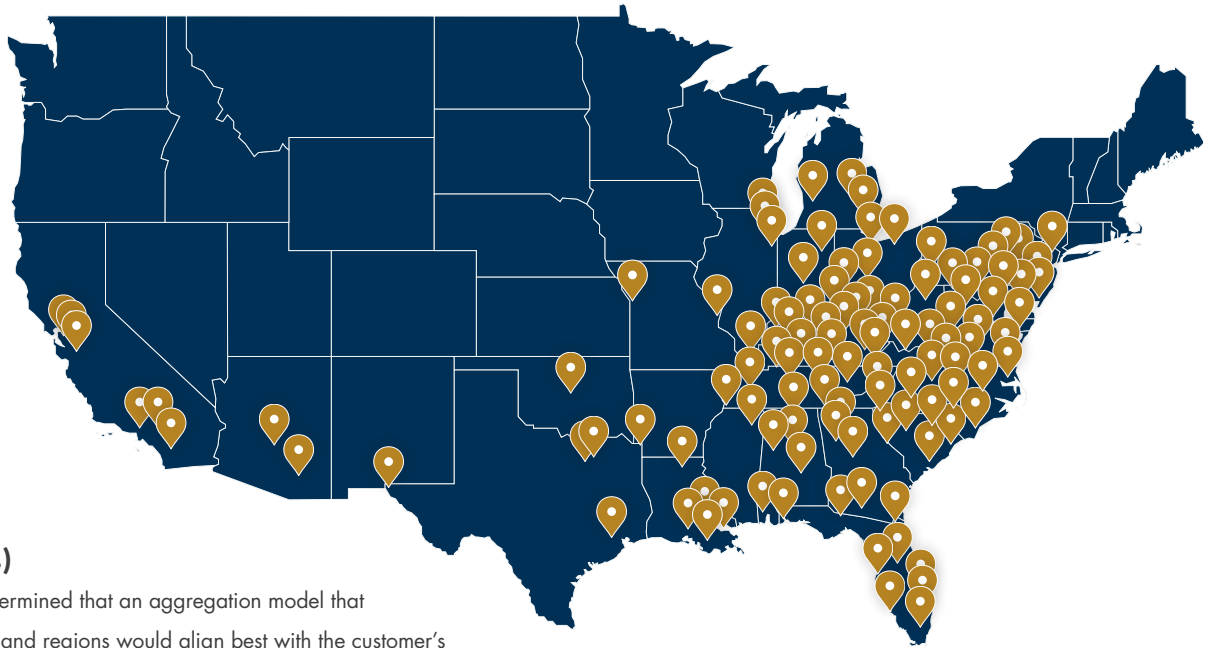
The Company was mandated to reduce telecom costs without sacrificing quality or performance. They further sought to standardize phone/internet implementations across all offices to reduce billing and management complexity. The network and infrastructure needed to be as resilient as possible, but within aggressive budgets and resource constraints.

PROCESS

Advantage collaborated with the Client's IT team to gain a clear understanding of the company's business, and then categorized their objectives into 4 focus areas:

- Simplify and standardize the architecture
- Generate at least 15% savings while consolidating billing
- Leverage Advantage's vast industry knowledge, provider relationships, project management and support expertise
- Explore new technology, including cloud and SD-WAN, in search of cost-effective business continuity and disaster recovery options across all locations

CUSTOMER SUCCESS STORY

**PROCESS (CONT.)**

The Advantage team determined that an aggregation model that crossed multiple carriers and regions would align best with the customer's requirements. A business case was constructed that recommended implementing a single, easy to maintain architecture across all locations comprised of cable broadband with standardized bandwidth and five hosted voice seats. The solution also incorporated proactive managed network monitoring to ease the burden on the Client's taxed internal IT support team. Advantage solicited proposals from suitable service providers, performed all related financial and technical analyses and presented all findings to the Client.

IMPLEMENTATION

The Client ultimately selected the proposal from Vonage Business because it exceeded both their technical and financial expectations. Immediately after the decision was made, Advantage's Project Management team contacted Vonage and began constructing a phased implementation plan and timeline to minimize disruption and avoid early termination fees. This plan included migrating the management of all related equipment (handsets, routers, switches, POE's, etc.) to the new provider.

RESULTS

The Client was initially concerned that an effort of this scope and complexity would require significant effort that their capacity-stretched team would not be able to support. However, the Advantage managed service model only required them to submit 2 sets of invoices and a spreadsheet with location addresses. From there, Advantage worked with the selected provider to implement a solution that standardized their IT infrastructure across all locations, offering them significant improvement in performance, reliability, scalability, agility, and ease of maintenance and support.

The solution consolidated all services to one platform – meaning that they would only have to deal with one provider for servicing and provisioning issues, and they would have just one monthly invoice to pay. Proactive network monitoring and management added another level of 24x7x365 protection at all locations. The Client's users experienced no change in phone numbers, features or IP addresses, and benefitted from significant bandwidth increases at all offices. Most importantly this solution reduced their month costs by over 18%, with no out of pocket expenses at all. All service transitions were managed end-to end by Advantage, and the Client started realizing savings one month after selecting the proposal.

MONTHLY SAVINGS