

Telecom Analysis Team Delivers Service Inventory for Medical Manufacturer Providing Information for Better Facilities Management

[Client Overview](#)

This dental manufacturer headquartered in Illinois develops, markets and supplies equipment and products used across the nation. The manufacturer's products are leaders in preventive, endodontic, restorative and diagnostic market segments. The company originally partnered with Espy Services to perform a telecommunications audit and analysis but quickly realized that they had no physical record on hand of their telecommunications network and services. Without this physical record, our client was exposed to potential redundancies and lack of sufficient services within their critical telecom environment.

[Program Objectives](#)

- o Provide a detailed report of all current services to allow for deletions, additions and upgrades.
- o Gain control of telecommunications costs on an ongoing basis.
- o Allow for the preparation of future technology and services that are not currently in place.
- o Put forward recommendations for future cost savings and reductions of services.

[Challenges](#)

- o Lack of knowledge and resources at hand.
- o Lack of understanding a big picture view of the components of the telecommunications services and how they work together.
- o Lack of internal resources and time to perform inventory of services.

[Espy Solution](#)

- o Review of all services and costs currently in place.
- o Build a physical inventory file of all existing services.
- o Present recommendations of initial service changes to position the company for future success.

[Results](#)

- o Client received a telecommunications inventory that provided:
 - Ease of location management (site openings, closings and acquisitions).
 - MACD (move, add, change and deletion) of service management made simple.
 - A complete overview of all services contained in one document/file.
 - A tool that can be used by any employee to better understand the current telecom network.
 - The ability to note specific functions of the telecommunications network.
- o Number of services and accounts were reduced by combining or eliminating unused services, making them easier to manage and control moving forward.
- o Client is now able to limit the long term risks associated with unknown expenses, maintaining outdated technologies and insufficient data for future strategic planning.