
Telecom Analysis Team Delivers Audit & Analysis for a Texas City Providing An Immediate Reduction in Spending and Improved Contract Terms

[Client Overview](#)

This city in Texas with a population of 16,000+ partnered with Espy Services to perform a telecommunications audit and analysis to provide immediate and ongoing expense reductions in telecom costs. Espy quickly realized that the city was dissatisfied with their current Plexar phone service, but the city did not have a contract and with AT&T, who would likely not provide a short term contract to allow the city to investigate new phone system options (e.g. VoIP). Without a contract, our client was exposed to high costs for their system as they considered transitioning to a new technology (an anticipated 18 month project)..

[Program Objectives](#)

- Gain control of rising telecommunications costs.
- Perform a complete review and analysis of the company's telecommunications expenses.
- Negotiate with AT&T to provide a service contract with favorable rates and a short term. The client was spending \$7,200 per month on the Plexar infrastructure alone.
- Obtain enough in cost reductions to provide the extra capital to fund the desired VoIP installation.

[Challenges](#)

- Plexar is a legacy system, making AT&T more unwilling to offer a lower fee on short contract terms.
- The transition to VoIP could take a minimum of 18 months to complete.
- Without realizing savings on this service, the city would not have enough capital to fund the VoIP project.
- The city has very limited IT support to assist in the negotiation and the transition to new technologies.

[Espy Solution](#)

- Review of all services and contracts currently in place.
- Build a physical inventory of all existing services.
- Research and present all best case solutions to position the company for future success.
- Procure all pricing and new contract solutions that best fit the company's need for capital to fund technology upgrade.

[Results](#)

- Client received immediate cost reduction through the elimination of unnecessary call plans, wrongful taxes and antiquated services that were no longer being used.
- Espy negotiated a 24 month agreement with AT&T with a technology upgrade clause. This allowed the client to realize a \$36,000 savings over the life of the contract providing the required funds to finance the 18 month VoIP project.
- In total, through the analysis & audit and contract negotiation, the city received a savings of over 20% on their telecom/data expenditures.
- Through Espy's investigation and negotiation, the city now has a hosted solution that satisfies their needs and provides excellent terms and cost.