

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

### **Client Overview**

This dental manufacturer headquartered in Illinois partnered with Espy Services to gain control of their rising telecommunications costs. Through initial discussions with the client, Espy realized that there was no physical record on hand of their telecommunications network and services. Without a physical record, our client was exposed to potential redundancies and lack of sufficient services within their critical telecom environment.

### **Program Objectives**

- Provide a detailed report of all current services to provide transparency.
- Gain control of telecommunications costs on an ongoing basis.
- Allow for the preparation of future technology and services that are not currently in place.
- Provide recommendations for immediate and future cost savings initiatives.

### **Challenges**

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

### **Espy Solution**

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

### **Results**

- Client received a telecommunications inventory portfolio 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 centralized into one database.
  - 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.
- Number of services and accounts were reduced through various cost savings initiatives.
- Client is now able to limit the long term risks associated with unknown expenses, maintaining outdated technologies and insufficient data for future strategic planning.