

## Telecom Analysis Team Delivers Audit & Analysis for a Town in Central Tennessee, Providing an Immediate Reduction in Spending and Improved Contract Terms

### Client Overview

A town in Central Tennessee partnered with Espy Services to gain better control of their rising telecommunications costs. This town had countless IT services that were billed to them where there was minimal understanding of what was actually being provided. Espy quickly realized the infrastructure functionality was maintained by one party, but billing was taken care of by another party. This gave no assurance that the services paid for were providing utility to the town and caused costs to rise quickly out of control.

### Program Objectives

- Reduce overall telecommunications infrastructure expense.
- Perform a complete analysis of telecommunications services and expenses.
- Increase overall efficiency where possible.
- Provide an understanding of the services billed to the town.

### Challenges

- Client was unaware of complete make up of infrastructure.
- Client did not have an existing budget for projects.
- Limited IT team employed by the town.

### Espy Solution

- Review of all services and contracts currently in place.
- Built a physical inventory of all services billed to the town.
- Provided recommendations to optimize the town's infrastructure and eliminate all unnecessary items.
- Worked hand in hand with vendors to ensure the right solutions were put in place without any upsells of unnecessary components.

### Results

- Espy Services reduced the annual telecommunications budget by \$74,504 (34.9%).
- Client realized more functionality from solutions presented by Espy.
- Client had peace of mind that moving forward all solutions in place were providing utility to them.