

## TELECOM CASE STUDIES



### CASE 1- Large Church in Orlando (Iglesia El Calvario)

Client had a PRI and Internet on the same circuit, but only 12 Voice Channels and 11 Data Channels

For a total of 704k of bandwidth. Their needs for bandwidth were continuing to increase within the church and also they needed more Voice Channels as maxing out at 12 Channels was hampering their growth. They also wanted to be able to cut their costs while also gain more Voice Channels and bandwidth. Their current Monthly Bills were 809.00 per month before Taxes.

Solution- A new provider was able to bring in an Integrated PRI that gave them up to 23 Voice Channels when they needed it, while only using up 32k per Voice Channel and the PRI bursts up to 1.54 MB and even with the few situations where there could be 20 Voice Channels talking simultaneously they still have over 900k of bandwidth during those moments.

All this for a total of 574.00 per month Pre-Tax for a total of 28.4% Savings.



### CASE 2- The HQ for a Regional Gas/Convenient Store Chain (Risser Oil)

Client had an 18 Line T1 and a separate Internet T1. They were going through growth pains and the need for more Robust Internet and did not want the Unpredictability of Cable, but wanted to lower their costs. Their current Monthly Bills were 1378.00 per month before Taxes.

Solution - A new provider gave them a 3 MB Integrated T1 with 18 Voice Lines and the bandwidth bursting to 3 MB was still over 2 MB even if all Voice Lines were in use. All this for 889.00 per month Pre-Tax for a total of 35.5% Savings.

### CASE 3- A Call Center in Miami

With 39 stations the call center was paying 4000.00-5000.00 per month to their current provider and they wanted to open a New Call Center in W. Palm Beach but not have to incur the same amount of Monthly bills. They also were using older Phone Technology at the Miami Call Center and had no way of Tracking Call Logs to Coach their Tele-Reps.

A new provider was found to bring in an Internet T1 and a Separate Hosted VOIP provider with CISCO IP phones, along with Call Logs to track calls online, Call Recording as an option down the road and a Fixed bill every month no matter how many calls they made. All this for 1668.00 per month Pre-Tax. The estimated savings was about 2400.00 per month Pre-Tax for a total of 59% Savings. After initial investment for new phones and equipment the ROI for the solution was under 3 months and about 29,000.00 in Annual Savings.