



Case Study

METHOD recovered over \$37,000 in refuted and incorrect billing charges.

Nationwide Non-profit gains visibility and control while saving 30%

Company Profile

A large non-profit with over 70 locations in the Northeast region had a \$1.7 million voice and data network spend with no accurate inventory of services, tracking mechanisms or cost allocation.

Challenge

- The unexpected departure of the CIO left the organization without a complete understanding of or the reasoning behind their network and WAN topology.
- Operational disparities and a lack of standard operation procedures and procurement policies made baseline spending or benchmarking nearly impossible to manage.
- The Finance Department completely lacked the ability to allocate costs to operational entities.
- Data network services and equipment costs were simply out of control.
- HIPPA requirements and E-Rate eligibility added complicated requirements to their already overburdened IT staff.

Solution

- METHOD started the engagement with a complete audit and analysis of their service contracts, a detailed inventory of the services and spends while formulating a new strategy in-line with corporate goals.
- METHOD implemented a new Telecom Expense Management (TEMS) software based framework for the client to properly manage these technology expenses addressing cost center allocation and timely, cost effective bill verification and processing.

Benefits

- METHOD renegotiated existing service provider contracts saving a verifiable 30% off their data network spend, 33% off their voice services spend and recovered over \$37,000 in refuted and incorrect billing charges.
- METHOD continues to provide objective and insightful expertise that is 100% fully funded by ongoing cost savings.