



Case Study

METHOD's fees were 100% self funded by the savings derived within the technology upgrade.

Non-profit attains major ROI – Return on Innovation

Company Profile

The Mid-Atlantic regional offices of a major non-profit serving the business community needed help deciding whether to make a significant investment in old PBX technology or to attempt to find funding for a new one.

Challenge

- The headquarters' phone system was failing to properly serve the regional offices. A minimum investment of \$30,000 would allow the system to limp along for the remainder of its limited life-cycle.
- The client was contractually obligated for another 12 months with a service provider who was unable or unwilling to provide minimally acceptable levels of service.
- The IT staff was small yet dedicated and capable with a chronically under-funded budget.
- The client lacked the expertise to fully determine their technical requirements and did not possess the know-how to allow for an informed purchasing decision, nor did they have the budget to proceed with the plan.

Solution

- METHOD listened to the needs of the client and engaged qualified providers to present options that fit within the client's limited budget.
- We uncovered significant refunded billing charges and spent the remainder of our engagement resolving each issue.
- METHOD guided the client to an informed decision that resulted in WAN/LAN upgrade and a hosted VoIP platform that included call tracking and CRM software integration.

Benefits

- METHOD delivered billing credits in excess of \$10,000.
- METHOD's fees were 100% self funded by the savings derived within the technology upgrade.