



Case Study

METHOD uncovered many areas of waste, redundancy and inefficiency.

HQ relocation results in tech overhaul, increased customer service and 23% cost reduction

Company Profile

A nationally recognized web retailer was relocating to a new corporate headquarters. METHOD was engaged to create a needs analysis for the firm's voice, data and equipment and project manage the bid process, procurement and implementation.

Challenge

- The client needed to relocate and be fully functional, including a mission critical call center, in a very limited time frame.
- A large capital expenditure was a serious budgetary concern.
- The client was interested in VoIP technology but did not have the resources or expertise to complete the analysis without external assistance.

Solution

- METHOD performed an audit and evaluation of the current data and voice networks, which revealed operational inefficiencies, overpriced services and excess capacity.
- METHOD provided the VoIP expertise to define the specifications, solicit proposals and make recommendations regarding the configuration, purchase and implementation.
- We assisted the client with the implementation of a hosted VoIP solution. The solution provided complete visibility and control of their call center operations and integration of their internal applications and Salesforce.com. This net result was increased sales and customer service.

Benefits

- By leveraging the value proposition of hosted VoIP, METHOD helped the client achieve an overall monthly costs savings of 23% with zero capital expenditure.
- Hosting their voice infrastructure in the "cloud" allowed the client to achieve several layers of business continuity without any additional spend.