

## Project Management

Over 68% of companies are likely to execute an unsuccessful project; often because of poor planning and an incomplete understanding of their many business requirements. Orion Communications will work with you to plan, organize and manage resources to bring about the successful completion of your project. We have the experience and contacts to ensure the best solution is implemented on time and at the greatest value.

### Top Reasons Why Telecom Projects Fail

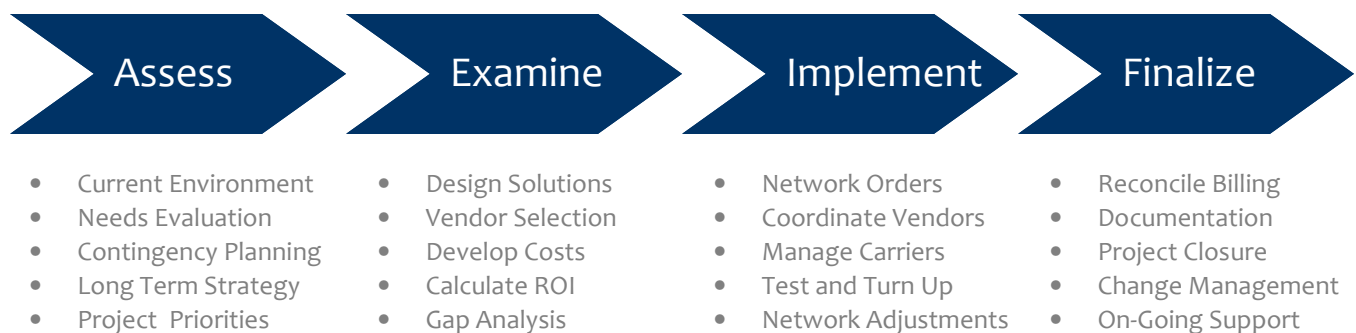
1. **Technology did not work**
2. **System did not meet requirements**
3. **System was not delivered on time**
4. **Requirements changed during process**
5. **System did not produce expected results**

Don't let your project become a statistic. Let Orion manage your project to ensure it is completed on time, on budget, and meets all your short and long term needs.

### Its All About The Process

For many projects, the little things are what send it astray. Orion has developed a systematic approach mapping the entire process; original needs assessment, solution development, process implementation, and project finalization. Our team tracks the project ensuring each party stays accountable to the end result, adapting to changes along the way. The stakes are higher than ever, even slam dunk project ideas are becoming increasingly harder to sell. Trust the success of your project with a team that has mastered the process of telecom implementations.

## Orion's Project Management Process



**Situation**

A Wisconsin non profit youth organization needed to combine telecom resources from several locations. The decentralized applications had created excess workload. Inbound callers often were asked to hang up and redial another location to reach their party. Internet speed was slow and the cost of voice was extreme.

**Actions by Orion**

Developed an enterprise wide network including voice, data and Internet services. A business continuity plan was designed to protect critical data. Voice communications were simplified.

**Network Implementation**

**Solution Results**

By redesigning the network topology, the cost total of communications decreased by 35%. This savings was reinvested in their new wide area data network. Internet speeds across the locations increased by 300%. Inbound callers were easily transferred between locations. An on-going support program was utilized to provide a single point of contact for all their telecom needs.



**Situation**

A regional insurance company was looking to expand their presence in a new Western territory, but significant initial overhead costs inhibited their ability to provide adequate support to the new region. It was determined that a new telephone system was required but very little capital funds available.

**Actions by Orion**

Evaluated the various telephone system options with the customer. Redesigned the telecom network to provide more productivity and reduce operating expenses. Developed a mobility solution that allowed users to access the system from anywhere across the country.

**Telephone System**

**Solution Results**

By reducing current telecom costs, the customer was able to fund 80% of the new telephone system over a three year period. The new Western region was supported by current staff eliminating the need to hire more employees. Improved call flow maximized productivity and provided the customers with an overall better experience.



**Situation**

A nationwide trucking company was suffering from a decreasing IT department that was responsible for an increasing number of telecom projects. Their inability to address these projects caused network costs to increase at an alarming rate. The lack of accurate documentation hindered support capabilities extending network outages.

**Actions by Orion**

Provided accurate documentation of the service inventory at each of the remote terminals including circuit ID's and service costs support contacts. Worked with the various carriers to complete any outstanding projects.

**Cost Containment**

**Solution Results**

After reviewing current costs, Orion was able to reduce telecom spending by over 25% plus obtained \$40,000 in credits for past over-billing. The accurate inventory reduced network outage response time by 20%. On-going change management tools and support resources were developed to compliment their internal support team.