

# teleSAVE

One key challenge facing almost every organization is how to cut expenses without sacrificing customer service or business productivity. Knowing that every dollar counts, Orion introduces **teleSAVE**; a systematic approach to reduce telecom expenses by an average of 28%, often obtaining credits for past over-billing. **Why spend more than you need to?**

\* Voice \* Data \* Internet \* Cellular \* Voice \* Data \* Internet \* Cellular \* Voice \* Data \* Internet \* Cellular \*

## Cost Reduction

You know you are paying too much for your telecom services but attempting to address this with your providers leaves you frustrated with the results. Orion does not just talk about the savings, we implement them. We are not done until your monthly bills reflect the promised cost savings.

- Where do you even start?
- Are your telecom providers truly motivated to help reduce your costs?
- With reduced costs are you sacrificing quality, support and reliability?

## Telecom Optimization

Although line charges and usage rates are the most visible methods of measuring cost reduction, other elements can become equally important when evaluating your telecom options.

- Will your services adapt to ever-changing business needs?
- What happens if your primary services become unavailable for any reason?
- Does your call flow restrict productivity and hamper the experience of your customer?
- If you need help, will your questions be addressed in a timely, accurate manner?

## Telecom Soft Cost Savings

Independent of the status of the economy, businesses expect greater productivity from their workforce. Wasting time is not an option. teleSAVE delivers more than just cost savings.

- Simplified Billing
- Enhanced Support
- Change Management Tools
- Increased Phone Line Capacity
- Documented Telecom Inventory
- Consolidation of Carriers
- Co-Terminus Contract Terms
- Improved Internet Speeds
- Business Continuity Plans
- On-Line Billing

**“Your Cure for the Common Carrier”**

**Situation**

A manufacturing company with three locations needed to create a seamless network to integrate voice and data communications into one enterprise. The added costs of such a network would significantly increase monthly costs beyond their available budget.

**Actions by Orion**

Created an inventory of all carrier services including; telephone lines, usage and Internet access as well as contractual obligations. Found areas in which the customer could save a substantial amount of money each month without reducing quality of service or incurring contractual liabilities.

26%  
Monthly  
Savings

**Solution Results**

Current monthly costs were reduced by 26% and credits for past over-billing were identified in excess of \$8,000. With this savings, the customer was able to implement the new network topology with only a 2% net increase in monthly telecom cost. By centralizing communications, the company was able to significantly increase productivity, reduce operating costs and better support their customers.



**Situation**

A nationwide trucking company knew that they were spending too much money on telecom costs including voice, data, Internet and cellular services. Billing was getting out of control with no way to identify which charges could be allocated to the individual terminals. Repeated inquiries with their vendors found them less than satisfied.

**Actions by Orion**

Orion created an inventory by regional terminal detailing the local service providers and respective costs. Disconnected unnecessary voice and cellular services, consolidated billing by cost center and renegotiated carrier contracts.

\$54,000  
Billing

**Solution Results**

By renegotiating their cell phone bill, Orion was able to reduce costs by \$21,000 per month. Other telecom changes resulted in additional savings. The customer reduced monthly costs by 38% and received a one-time credit for past over-billing of \$54,000. On-going billing was simplified so that costs could be accurately allocated to the appropriate terminal.



**Situation**

A local credit union was looking to reduce monthly costs but newly signed carrier contracts left few options. The need to address new business requirements such as business continuity, security and VoIP generated expectations of significantly higher operating costs and capital investments.

**Actions by Orion**

Orion analyzed their current environment by location applying the terms of the new contractual obligations. Renegotiated the contract terms. Disconnected unnecessary services. Created a change management tool to address expected modifications.

\$10,000  
Signing  
Bonus

**Solution Results**

By shifting revenue commitments between the carriers, Orion was able to reduce monthly telecom expenses by 17% and earned the customer over \$10,000 in signing bonuses. The project to address the new business requirements, originally expected to increase costs, now had an overall ROI of less than three years not including the added productivity gains that were experienced.