



teleTRACK+

Managing telecommunications services including voice, data and Internet can be extremely tedious and time consuming. Billing is impossible to understand and is rarely accurate. Placing orders can be an insurmountable task, requiring multiple follow ups to ensure you remain on schedule. And when your telecom services do not work as expected, finding someone to help in an acceptable time frame can be impossible. There is a better way.

Orion to the Rescue

With Orion's teleTRACK+ service, solutions to your challenges are only a telephone call away. Our professionals will work with you and your team, taking on any issue you may face.

- If your billing is not correct, we will work with the carrier to reconcile the inaccuracy.
- When you need to make changes, our team will explore your options, provide the associated costs and work with you to implement the solutions.
- The best part is that you can eliminate all of these headaches and most often still save money compared to what you are paying today.

teleTRACK+ can help you if:

- Your telephone bills fluctuate continuously and you do not know why
- You find it difficult to make changes to your telecom services or get answers to your questions
- You have multiple locations or work with multiple carriers
- Your internal telecommunications team is overburdened

Orion teleTRACK+ Service Plans

Orion can design a teleTRACK+ service plan unique to the needs of your organization. Alternatives include time and materials; blocks of time; or monthly, quarterly, or annual retainers.

teleTRACK+ services include:

Telecom Carrier Management

- Single point of contact
- Network design including voice, data and Internet
- Trouble ticketing
- Moves, adds, and change orders
- Telecom Contract Administration
- Carrier Feature Comparison
- Relocations/New site assistance
- Telecom inventory updates and management

Cost Containment and Bill Reconciliation

- Cost reduction/past bill credits
- Proactive review and correction of billing
 - Voice/long distance
 - Data
 - Internet
- Simplified billing methods
- Advanced notice of contract expirations

Communications Strategic Planning

- Maximize your telecom budget
- Assessing business changes
- Performing call flow analysis
- Providing contingency plan design, implementation, and testing
- Analyzing bandwidth utilization
- Developing cost containment/budgeting methods
- Evaluating technology
- Planning future communications needs



Case Studies



Strategic Planning

Situation

A Milwaukee based financial institution with 18 remote branches was challenged by an aging telephone system and out of date data equipment. In addition, a poor incoming call flow design required remote users to often answer incoming calls, leaving customers waiting at the counter. The abundance of applications at the central site or accessed through the Internet left the organization vulnerable to outages that impacted the entire enterprise.

Orion's Strategy & Results

After carefully reviewing several options, it was decided to move forward with a network topology utilizing MPLS, SIP trunking and a network based Internet connection. Incoming calls could then be answered by customer service representatives better able to support customers. The network based Internet provided the remote sites direct access to critical applications, eliminating the single point of failure.

- More respondent customer service
- One seamless voice/data/Internet network
- Telecom cost reduction of 13% per month
- Development of business continuity plan

Telecom Support

Situation

A nationwide logistics company including 14 remote terminals was suffering from a recent reduction in their IT staff. Telecom billing was becoming unmanageable; the relocation of terminals was becoming extremely time consuming; and the review of available telecom technologies to match ever-changing business requirements expended too many internal resources.

Orion's Strategy & Results

Orion first developed a comprehensive inventory of all telecom services from which adjustments were made to reduce current monthly costs. The Orion team then met with management to better understand the organization's challenges. From these meetings, a strategic plan was created to maximize the value of their telecom budget. A resource was designed to proactively manage the telecom services providing a single point of contact for the customer.

- Developed platform for future change management
- One-time credit of \$89,000 for past over-billings
- Simplified billing reducing number of bills by 400%
- 40% reduction in overall telecom costs

Carrier Management

Situation

A regional construction company had several temporary remote construction locations. In such a dynamic environment, management of telecom services became increasingly difficult. This led to unnecessary job costs, inactive service at locations, and high monthly bills. The central site Internet services providing access from the remote job sites were also over-utilized, providing user inefficiencies and prolonged idle time.

Orion's Strategy & Results

We first developed an accurate inventory of all telecom services, allowing the subsequent disconnection of unnecessary lines. The remaining services were optimized to reduce monthly costs. A review of the central site telecom services provided enough monthly cost savings to fund an increase in available Internet bandwidth. The end results of the project were as follows:

- Telecom cost reduction of 9% per month
- Single point of contact for all telecom needs
- 100% increase in available Internet bandwidth
- Developed telecom change management tool.

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