

# Orion Case Study



**Project:**  
Telecom  
Management

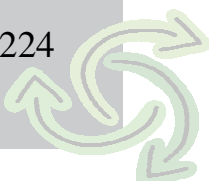
**Industry:**  
Construction



*Orion has been assisting businesses manage their telecom needs for over 15 years. We have the expertise to design, implement and manage all your needs. We understand the complexities of the marketplace; providing you the guidance and support you deserve.*

## Orion Communications

10850 W. Park Place  
Suite 220  
Milwaukee, WI 53224  
414-359-2500



## *Your Cure for the Common Carrier*

### Customer's Challenge:

The client was finding it increasingly difficult to manage their telecom services. Their dynamic environment consisted of numerous construction trailers being moved from project to project without a central source of accountability, causing low productivity and value. Their current process resulted in inaccurate service inventory levels, leaving them paying for services at past locations for months.

### Solution Development:

#### 1. Assessed Current Inventory

- **Identified communications services** at all past and present construction locations and documented in a central database.
- **Disconnected past services**, eliminating the unnecessary costs.
- **Evaluated contractual obligations** and compared service plans to other telecom carriers' offerings.
- **Created a master database** including all services and telecom provider contacts for quick information retrieval.

#### 2. Maximized Communications Investment

- **Applied a Master Service Agreement** to achieve enterprise wide discounts.
- **Actively monitored job sites** to ensure each site was running at full their capability.

#### 2. Developed Change Management Procedure

- **Trained all parties** involved on the key elements of telecom services.
- **Created a standard procedures** for order placement, installing new locations and disconnecting services on past job sites.
- **Assigned a central point of accountability** to keep services consistent and up-to-date.

### Solution Results:

- **Reduced network costs by 35%**
- **Additional 8% savings by disconnecting past services**
- **Obtained a \$5,000 signing bonus**
- **Simplified billing and accounts payable process**