

Orion Case Study



Project: Corporate Relocation

Industry: Chemical Distributor

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.

Your Cure for the Common Carrier

Customer's Challenge:

Following recent acquisitions, the client needed to consolidate facilities and relocate to one central headquarters. As a result, worker communication and change acceptance was poor throughout the organization. A number of different telecom services, involving various contractual commitments and carriers needed to be combined and transferred to the new location within a short time period.

Solution Development:

1. Network Design

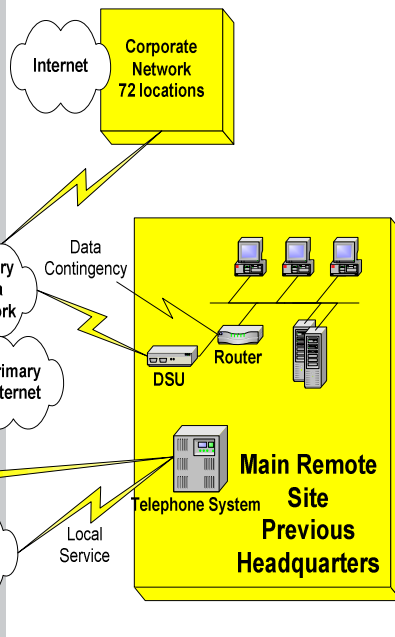
- Document communications services at all locations.
- Evaluate current services to compare contractual obligations, efficiencies and weaknesses of each provider.
- Primary access point for all inbound and outgoing calls utilizing only one service provider.

2. Communications Conversion

- Moved critical services from the various locations to a central site in less than 60 days.
- Coordinated the efforts of multiple departments and carriers to make sure all parties were on schedule and on track with the conversion schedule.
- Deployed a contingency plan to be used during and after the conversion guaranteeing that service is always available.

3. Post Move Support

- Services were tested prior to the conversion date.
- Documented services was provided to ease the process for future changes.



Orion Communications

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

Solution Results:

- Reduced network costs by 15%
- Additional master service agreement discounts
- Simplified billing from 27 to 4 bills per month
- Communications were installed ahead of schedule
- Contingency plan for back-up service options

