

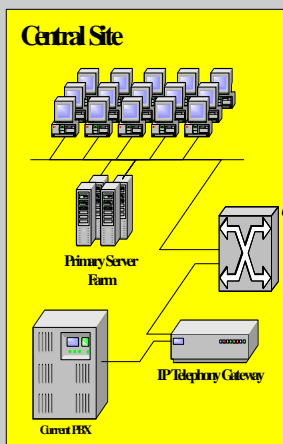
Orion Case Study



Project:
Resource
Centralization

Industry:
Health &
Wellness

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:

The client needed to enhance their network infrastructure but with limited funds, were unable to do so. They relied heavily on voice communications for scheduling and customer support and the Internet for promotional purposes. With their current amount of bandwidth, customers were experiencing excess hold times and busy signals. The Internet would often freeze when an attempt was made to send mass email promotional announcements.

Solution Development:

1. Needs Assessment

- **Documented current inventory** at all locations to identify systems efficiencies and outdated technology.
- **Interviewed key users** to identify what's needed to most efficiently perform their job.
- **Compared telecom carriers** to assess which offered the best services to meet our clients needs. Cost and contractual obligations were also analyzed.
- **Prepared a financial analysis** detailing the benefits and overall cost components of each proposed solution.

2. Network Design

- **T-1 connections** replaced their current technology increasing the available bandwidth.
- **Centralized information** increased the organizations level of control and security.
- **A universal CRM** application gave workers the ability to look-up customer's information regardless of their membership location.
- **Calls could be re-routed** to an alternate location when lines were tied by large promotional campaigns.
- **A Contingency plan** was developed should primary service ever become unavailable, business functions would not be sacrificed.

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Solution Results:

- **Network speeds were increased by 2000%**
- **Over \$90,000 was obtained from past billing errors**
- **Monthly bills were reduced from 55 to 7**

