

Client Case Study

“Real Estate Management Company Needs a Smarter Way to Manage Telecom”



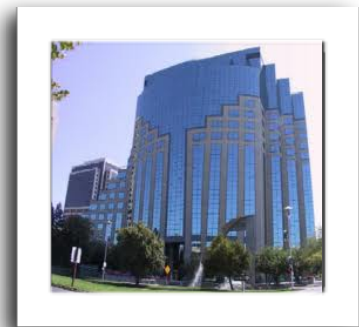
Challenges:

- 30+ office locations under management
- Most locations had separate voice and data providers making it difficult to troubleshoot when issues arose
- Lack of change management process
- Management was tasked with tracking and paying over 60 different invoices on a monthly basis



eXemplify Group Solution:

- eXemplify Group's first audit and discovery revealed 13 of their locations were set to expire immediately
- Moved quickly to develop comprehensive scope of work and RFP to distribute to several suppliers
- Reviewed responses and developed a "Decision Matrix" for client to review before making decision
- Negotiated a Master Service Agreement with client-selected-provider enabling them to seamlessly add both new and existing locations as needed
- Provided project management of entire implementation



Results:

- eXemplify Group's recommendation will save this client \$130,000 over the contract period
- Single carrier consolidated invoicing which significantly improved IT department efficiency
- Implemented change management procedures
- Single point of contact



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For confidentiality purposes eXemplify Group does not disclose the names of clients in published case study materials. For more information on for the client referenced above, please contact Chris Hewett at 469-361-5708 or email chewett@exemplifygroup.com.