

Client Case Study

*"Serving up a True Telecom Strategy
for a 700+ Restaurant Chain"*



Challenges:

- Undocumented Telecom Inventory
- Lack of change management process
- 1500+ Invoices to manage each month
- Hundreds of contract dates
- Inconsistent/unpredictable costs per site
- Multiple telecom carriers
- Multiple account reps



eXemplify Solution:

- Audited all locations
- Completely managed the RFP Process
- Compared pricing across numerous providers
- Developed a "Decision Matrix" to guide the client in selecting the best supplier
- Managed implementation
- Managed invoice review
- Continue to provide tier 1 customer support
- Provided all of these services at NO CHARGE
- Managed entire implementation



Results:

- Saved \$1.1MM in voice services over contract term
- No charge for audit – saving an additional \$100K
- Consolidated all invoices, eliminating the management fee resulting in additional client savings
- Predictable rates for existing and future lines
- Improved customer service



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For confidentiality purposes eXemplify Group does not disclose the names of clients in published case study materials.

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