

# Client Case Study

*“Serving Up a True Telecom Strategy  
for a 700+ Restaurant Chain”*



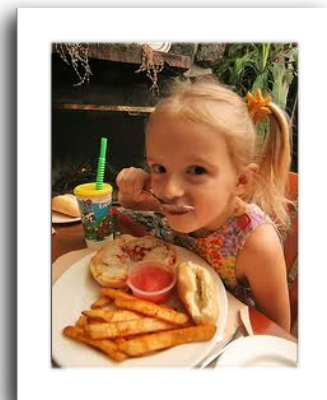
## Challenges:

- 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 Group 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. For more information on for the client referenced above, please contact Chris Hewett at 469-361-5708 or email [chewett@exemplifygroup.com](mailto:chewett@exemplifygroup.com).