

*"InTech is the  
biggest, most  
talented partner  
you've never  
heard of."*

Sales Executive, Global  
Equipment Manufacturer

## Case Study: Infrastructure Integration Strategy

Developed communications infrastructure integration strategy for nine sites in North and South America

### Client

**Global provider of travel insurance services**

### Situation

The client's business is built on providing services via contact centers to customers travelling around the world. The business was operating completely disparate contact center and general telephony environments across 9 sites in North and South America. The lack of synergies and inconsistent policies, procedures and contracts were creating higher operating costs, higher contract costs, and intra-site inefficiencies.

### Solution

InTech quickly assessed the environment, provided the client with a complete inventory of sites and contracts, and identified contract optimization opportunities and "low-hanging fruit" technology improvements that could be implemented immediately to lower costs and improve performance. Next, InTech created a long-term strategy for a cost-effective solution to integrate the infrastructure across the hemisphere. Finally, InTech created a thorough business case that reviewed existing spend for technology management across the sites and priced out the new solution for approval by executive management.

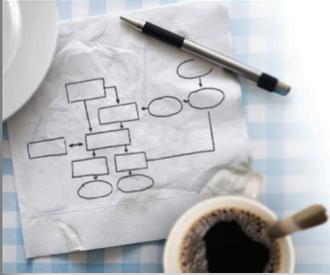
### Results

The client adopted InTech's recommended strategy and now has a go-forward plan for integrating sites and centralizing the communications infrastructure. The plan provides for higher feature/functionality at comparable costs, improves customer service with convenient new ways to communicate with customers, provides disaster recovery and redundancy, and allows general and contact center calls to flow efficiently across sites, borders and agent locations. Additionally, the new infrastructure will facilitate quick site addition or deletion as the company grows and changes.

### About InTech

InTech is an independent global communications consultancy offering high-value managed services enhanced by 25 years of consulting expertise. InTech's Managed Services for Voice and Data are distinguished by high-touch customer service, worldwide resources, continuous process improvement, and consistent client communications. Our Consulting Services align communications with business strategy and processes by designing innovative technical solutions that make people, products and technology work better.

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*"InTech's team always acts in a professional manner and has their clients' best interests in mind when dealing with vendors. I would highly recommend them."*

Director of FAC development,  
Large municipal government

## Case Study: Create Complex RFP (\$30+ million)

Consolidated requirements for six service management areas for four lines of business to create network managed services RFP

### Client

**Global diversified financial services company**

### Situation

The client was seeking to outsource management and maintenance of six service management areas: Network, Contact Centers, Network Security, Telephony, Professional Services, and Cabling. The service areas collectively supported over 30,000 employees and 90+ facilities, and were spread across the 10 states where the firm had personnel, branches and offices. The client wanted to issue the RFP within 2 months.

### Solution

InTech assembled a team of seasoned consultants to visit primary sites and gather, analyze, consolidate and document detailed systems requirements for each service area. The resulting 200-page RFP contained detailed information on current operations and processes, overall service level expectations, and in-depth service requirements for each of the six service management areas. InTech went on to advise the client during the bidder working sessions, final selection process and subsequent contract negotiations.

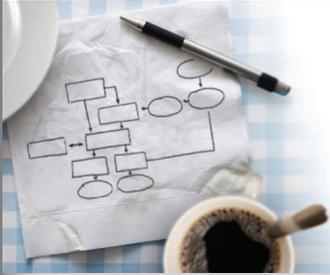
### Results

The client issued the RFP within the target timeframe, and was able to successfully navigate a complex, multi-faceted selection process to select the best service provider for outsourcing its business-critical IT functions.

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*"Everything was excellent, the resources that InTech used in the project were perfect."*

Head, IT Connectivity Services,  
Latin America, Global Network  
Communications Company

## Case Study: Assessment of New Solution

Provided independent analysis of a planned new core and edge data solution

### Client

**Regional medical center**

### Situation

The medical center had chosen a new core and edge data system and wanted an independent assessment before finalizing the decision. The medical center's goals were to improve the resiliency and availability of its vulnerable, decentralized core infrastructure, to strengthen the security of its fileserver environment and to centralize and secure its remote clinic/office connections.

### Solution

While InTech endorsed the overall planned design as sound, additional recommendations were offered for core design improvements and operational additions to improve flexibility, sustainability, resiliency and redundancy, such as: (1) Provide flexibility for future growth and more features, scalability and throughput with meshed firewall appliances in place of firewall blades for the critical core infrastructure; (2) Improve solution sustainability by training IT staff in real-time in the new environment with on-site engineers to assist in the design, migration and training; and (3) Enhance redundancy at a highly critical WAN/Internet infrastructure point by employing two switched firewalls in a meshed, high-availability design. Other recommendations (not originally sought, but identified by InTech) focused on steps to provide greater security and availability to the network, allow the IT team to be more proactive, and safeguard patient and business information.

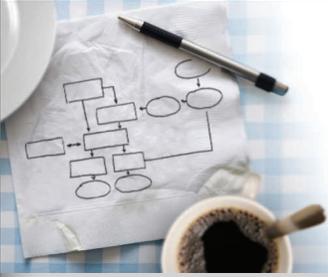
### Results

The medical center is now solidly positioned for the future. By implementing the proposed design with InTech's recommended improvements, the client achieved a highly available, resilient and secure core infrastructure, superior safeguards for patient data, and secure inter-office/clinic connections. The more robust design enhanced customer service and responsiveness by providing a highly reliable communications infrastructure for seamless and uninterrupted communications internally and externally.

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*"It's hard to find people that can do that quick assessment/suggestion. InTech did it exactly right and did not ruffle feathers."*

CIO, Regional Healthcare System

## Case Study: Comparative Sourcing Analysis

Assessed relative cost-benefit of in-house vs. outsourced development of contact center tools

### Client

Global asset financing firm

### Situation

Client's 500-seat contact center needed tool upgrades to reduce hold times and improve service to callers, but the over-worked IT department had not yet been able to deliver the upgrades to support business unit requirements. An upcoming change to the customer bill format was expected to result in sharp spikes in call volume, creating urgency to implement improvements and build IVR capability ASAP; the business unit wanted to outsource. Client wanted a comparative assessment of the timing and relative costs in manpower, pros and cons of each option, defined service disruption schedule and budget to implement the changes with in-house vs. outsourced resources coupled with a perspective of the strategic impact this change might have on global operations.

### Solution

InTech applied its meticulous analysis to the assessment task, evaluating the alternative technologies, work required to implement, financial costs, resources required, relative data security risks, and projected reliability/uptime for each alternative. InTech's findings were that upgrades to the existing equipment could be implemented quickly and at the least cost and risk, and it recommended that the client proceed with internal resources.

### Results

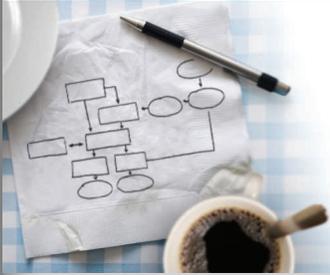
The client quickly gained from the InTech team the objective data and information needed to make the decision to invest in upgrading the existing infrastructure.

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CIO, Regional Healthcare System

## Case Study: Independent Assessment (120 Sites)

Rapid-response evaluation of a critical voice and data system for health care provider

### Client

Leading health care system in Massachusetts

### Situation

The client's environment was multi-site, multivendor and complex, with exceptional availability requirements. The data network and telephony system were experiencing intermittent failures, and the organization's new CIO wanted an immediate independent review of the technical environment and an assessment of the potential new points of failure in the system.

### Solution

InTech performed an overview of the entire technical environment, met with all carriers and vendors, and provided detailed findings along with comprehensive drawings of the physical environment and all connections. InTech identified layers of exposure and potential points of failure; recommended best practices; and developed a multi-year strategic direction and tactical plan to achieve system survivability, redundancy and resilience. InTech's assessment of the data network and telephony system also included defining quick-fix issues and vulnerabilities, such as obsolete equipment, temperamental connectivity and end-of-life devices owned by the client, distributors and carriers. All of this was accomplished within 30 days.

### Results

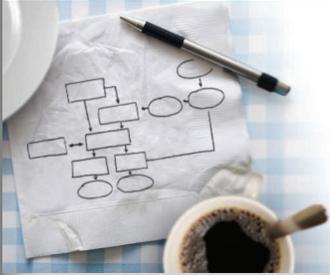
InTech's rapid-response assessment identified solutions that addressed the client's current problems and positioned the organization for future health and viability. The detailed drawings of the physical environment provided the client with its first overall visual view of its systems, presenting the information in a way that worked equally well for specialty technicians and the executive team. Significantly, InTech was able to perform the assessment and recommendations without disrupting or alienating existing IT staff.

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*“InTech added value by doing not just what was asked, but finding alternative solutions and seeking opportunities for improvement.”*

Workplace manager, Global network communications company

## Case Study: Hospital Contact Center Solution

Cost-justify contact center solution and assess/recommend the best contact center technology

### Client

**Large multi-site orthopedic hospital**

### Situation

The hospital had operations and staff at four geographically dispersed sites. The most commonly reported issues were the need for greater efficiency in reaching internal colleagues and the difficulty staffing for the volume of calls arriving from patients, business partners and referrals. InTech’s initial review revealed consistent issues: Human touch rather than automation; statistics and reporting to understand the voice environment; elimination of phone- and voicemail-“tag”; inability to answer calls due to geographical dispersal of employees; and achieving contact center critical mass.

### Solution

InTech researched alternative solutions, studied local competitor hospitals (in and out of market), developed design criteria, and recommended and priced the solution. Then InTech went a step further, developing techniques for using the new call center technology beyond the strict call center environment. InTech identified a dozen additional departments beyond the traditional call center functions of a hospital—such as operators and accounting staff—that would benefit from the new contact center software deployment. Functions such as nurse call stations, therapist-patient interactions, and scheduling, while not typical contact center environments, could benefit from a contact center approach because it applies logic to select contact points for hospital staff, decreases voicemail usage, sets expectations for callers with announcements and decision trees, and reports on activity to help determine staffing ratios.

### Results

Deploying InTech’s contact center solution will improve efficiency of internal communications, increase patient satisfaction, and enable continuous process improvement through enhanced data. Additionally, staying within the hospital’s telephony product family, as InTech recommended, will allow tight integration, provide single source maintenance and support, and present concepts and tools the technical staff already understands.

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