

“The integration is getting more challenging now that we’re getting closer to deadlines in many countries. With the talented team at InTech, I still get a good night’s sleep.”

Voice /Email Migration
Manager, Network
Communications Company

Case Study: Global Voice & Data Migration

Migrated 60,000 employees in 60+ countries to a new voice and data infrastructure within four months

Client

Network communications company

Situation

Employees of a newly formed joint venture company needed to be migrated to a new voice and data infrastructure that was independent of the parent companies. The short time frame and vast geography meant that the client could not rely on existing resources to travel to each country to oversee the migration. They needed experienced in-country project managers who spoke the local language and could navigate the local culture. The client turned to its global carrier partner, who turned to InTech.

Solution

Within 6 weeks, InTech assembled a team of hundreds of project managers, architects, applications installers, integration engineers, security specialists, and systems administrators, collectively averaging 7+ years in voice and data. InTech’s in-country affiliates performed site audits, vendor management, solution design, contract negotiation, and process management. The InTech team also went a step beyond, developing databases of vendor contacts and documenting local processes for ordering technology, to help the client navigate complicated foreign processes in the future. InTech’s core team maintained global oversight of the project and facilitated communications across all in-country project managers to share solutions and best practices.

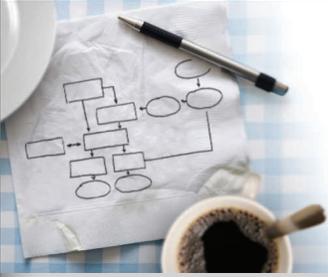
Results

The migration was completed thanks to InTech’s global ability and in-country affiliates able to navigate local customs to get things done. The client avoided costly staff additions and travel expenses, and gained valuable process guidance to work efficiently at the local level on future projects.

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 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.

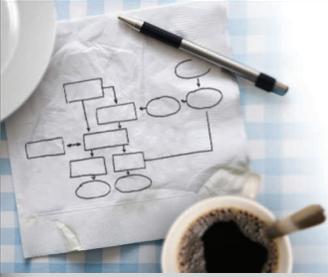
Results

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.

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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.

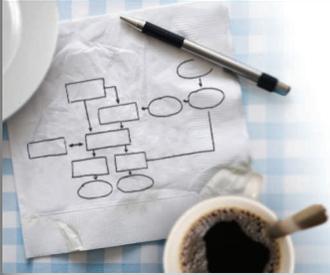
Results

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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*“Despite the time-
zone differences
and the challenges
of resourcing on
short notice, the
response from
InTech has been
excellent.”*

APAC Project Manager,
Global Cellular Communications
Company

Case Study: Voice & Data CPE Inventory

Completed voice and data CPE inventory in nine Latin American countries within three months

Client

Global cellular communications company

Situation

Client with 20,000 employees operating at 17 locations in 9 countries suspected that it was paying maintenance and licensing for voice and data equipment that was no longer in use, but had no efficient way to verify it with in-house resources. Client needed the inventory and verification work completed within 3 months.

Solution

InTech quickly deployed its in-country resources in Argentina, Brazil, Chile, Colombia, Ecuador, Mexico, Peru, Venezuela, and Costa Rica. Within 2 weeks, InTech’s local affiliates were inventorying customer premise desktop PCs, laptops, phones, PBX, servers, switches, routers, LAN equipment, cabling survey, printers and fax machines. Photographs were taken of all IT rooms to give IT managers better visibility into their facilities. All information was compiled in a centralized database accessible to the client on a continuous basis via an online SharePoint site portal. After creating the inventory, the team compared the data to all maintenance and licensing contracts, identifying and documenting any disparities.

Results

InTech’s team completed the project on-time and on-budget, identifying discrepancies between hardware and contracts, which the client used to gain significant cost savings. Travel expenses and delays were avoided by having all data capture completed by local affiliates.

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