

*“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.

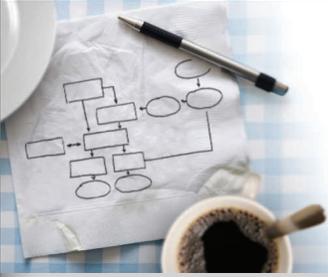
Results

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.

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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"I was extremely happy with the operations and professionalism of InTech's in-country resources. They were the best in proactivity, taking responsibility, and making good decisions."

Project Manager, Voice Services
Global Communications
Company

Case Study: Mobile Optimization

Improved the accuracy of mobile phone invoicing for 100,000+ subscribers at sites across the globe

Client

Leading cellular communications company

Situation

With 100,000+ employee mobile phone subscriptions globally, the client believed that there was a high likelihood it was over-paying for mobile services. The problem was that its central user database was old and had never been updated. The LDAP directory was different from the accounts directory, and the client couldn't confirm the accuracy of mobile invoices. The company didn't have the short-term manpower to attack the issue.

Solution

InTech created a central, online SharePoint-based database, and deployed its local resources to coordinate with carriers and company sites to obtain all records and current and possible rate plans. The team did a detailed software and manual analysis, comparing contracts, subscriptions, usage and rate plans. After identifying discrepancies, team members coordinated with carriers to make changes in usage plans, then confirmed that the changes were made.

Results

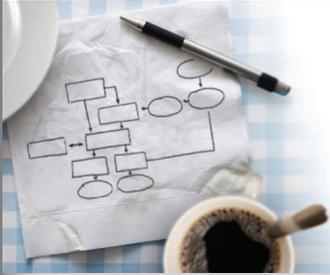
Over \$7 million in annual savings were realized due to InTech's optimization work.

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“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.

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