

*“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.

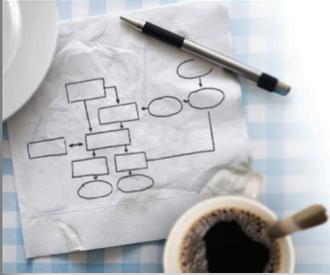
### Results

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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*“The InTech team has great technical skills and, even more importantly, their teamwork and customer service are fantastic.”*

Head, Connectivity Services,  
Global Communications  
Company

## Case Study: Maintenance & Management

Improved performance of communications infrastructure across multiple sites in North and South America

### Client

**Global communications company**

### Situation

Operations at the client’s sites in North and South America had uneven performance and long lead times for repairs of voice and data infrastructure. In Latin America, the client had the additional challenge of managing operations within the local language and culture. Processes were inconsistent across the sites and maintenance costs were increasing without a corresponding improvement in performance.

### Solution

InTech assumed responsibility for remote monitoring and managing communications infrastructure and applications at all sites for a fixed monthly cost. This includes 24x7 monitoring from a remote Network Operations Center, providing remote trouble-shooting, dispatch, issue lifecycle management to resolution, root cause analysis and documentation. InTech also goes beyond most managed services companies by providing continuous improvements and consistent client communications. InTech implemented tools to support proactive problem-solving and performs daily system reviews and backups, reports anomalies to client, and holds daily discussions on systems, tickets and issues. The team also provides clear, consistent communications to the client for every stage of dispatch and provides ongoing status via the web. Further, InTech manages and controls costs for all carriers and communications vendors within the twelve-country footprint.

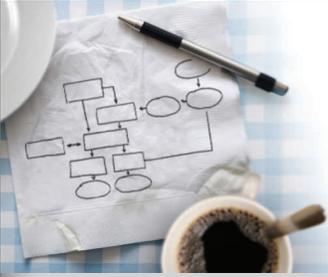
### Results

The client enjoys well-run operations with continued visibility and control that allows them to keep track of what they’re paying for. All sites now enjoy consistent maintenance and management practices, improved productivity and predictable monthly recurring costs with downward trend due to cost efficiencies.

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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

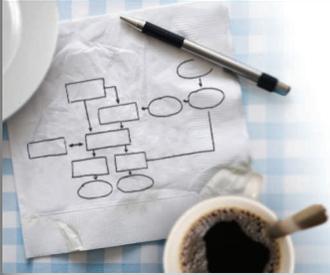
Over \$7 million in annual savings were realized due to InTech's optimization work.

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*“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.

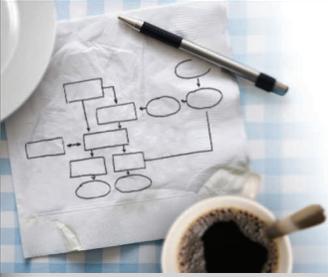
### Results

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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*"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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