



*“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 (greater than \$2M USD 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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