

Building Inventory, Securing Refunds, & Creating Cost Savings

\$50,000

Refunds from billing errors

\$840,000

Realized in annual savings



The Challenge

The customer, a national provider of physical therapy services with over 500 locations and monthly telecommunications expenses of approximately \$200,000.

They had thousands of invoices, knew that the phone bills were out of control with no insight into their inventory or a way of validating costs or how to identify issues. The company continued to grow by acquisition, which further complicated the problem. They needed a firm to come in, to develop a detailed and accurate inventory by location and optimize all services.



The Solution

Building a comprehensive location-based inventory of services and associated costs, required:

- Gathering all phone bills, local, long distance, voice and data, along with any related contracts
- Performing a detailed audit of all pricing and charges
- Submitting and resolving billing discrepancies
- Identifying cost savings opportunities and implementing them with customer approval and validation of billing
- Consolidating billing to reduce the volume of invoices



The Results

These processes resulted in detailed inventories of all services by location, uniformed pricing, clear cost management information and timely trouble resolutions. The inventory enabled the customer to understand what they had and change/upgrade technology at locations as needed.

The organization received over \$50,000 in refunds and realized \$840,000 in annual savings

IQT can do this for you.

*The powerful combination of our expertise and the **IQ 360°** tool provides unparalleled visibility and control over your telecom spend, so you can focus on your business and increase your bottom line. IQT's industry experts will provide visibility into your telecommunications environment, identify and take action to realize immediate savings, and develop processes to manage and maintain inventory and costs. **Book your free consultation now.***



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