

# CASE STUDY

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*[ju vo \ju vɔ\ verb [Latin]: to help, aid, assist]*

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# CASE STUDY

INTERNATIONAL CONSTRUCTION COMPANY



## CLIENT

One of nation's leading commercial and industrial construction firms with major projects throughout the United States and Mexico

## OBJECTIVE

To better manage the temporary nature of construction sites while also improving overall corporate communications capabilities, across all communication mediums: local, long distance, Internet, data, and mobile

## SOLUTION

This client again clearly demonstrates that total telecom management is not simply about conducting one-time audits of phone bills. While auditing is a significant part of expense management, it must be used in conjunction with industry expertise, assessment of carrier capabilities, and complete understanding of client operations. Juvo employs this comprehensive strategy and after 5 years continues to:

- Negotiate contracts across multiple vendors
- Find service providers for remote locations
- Find solutions for both temporary and permanent sites
- Work an average of over 150 trouble tickets per year
- Work an average of over 155 MACD tickets per year (Moves, Adds, Changes, and Deletes)
- Work an average of over 30 new location orders per year
- Open and close and average of 70 billing inquires per year in order to contest billing discrepancies or ensure bill accuracy

## RESULTS

Immediately negotiated a new CSA (Contract Service Agreement) and generated 36% in telecom savings across the company in the first year of the contract's implementation

Recovered more than \$100,000 in carrier billing errors within the first 18 months of the service engagement

In year 5, Juvo continued to further maximize efficiencies by converting site location PRI and POTS to dynamic or dedicated T-1s, netting an additional 37% cost savings at those particular locations.

### STATEMENT OF CONFIDENTIALITY

Saving money is nice. Streamlining processes means good things are happening within the walls of the organization. Despite the positive connotation that "saving and streamlining" have, we at Juvo are cognizant of the fact that not every organization wants to go around yelling at the top of their lungs, "hey everybody, we were overspending by about 25% on our telecom bill, and until Juvo stepped in, we just simply took it on the chin." With this in mind, we don't typically ask our clients to let us use their name in case studies that we make public.

Should you want to learn more of about the outcomes described within this document, please don't hesitate to reach out to us. This is a real, evolving case study from a current client, one of whom has been a Juvo (previously Cynergy) client for several years.

Lastly, please note that every situation is different. Juvo's ability to save money for clients depends on many factors. For example, if an organization just signed a 5 year agreement with ATT, it is going to be difficult to restructure that agreement so soon into its inception. In short, we love helping our clients save money, and remain focused on leveraging our people, processes, and proprietary platform to do just that.



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