

CASE STUDY

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

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CASE STUDY

REGIONAL HOME HEALTH & HOSPICE AGENCY



CLIENT

Multi-location home health and hospice company with offices in Mississippi, Alabama, Tennessee, and Georgia. Employees across these locations utilize mobile devices in the field to better serve their patients. Landline connectivity is also crucial for this client as prescriptions are submitted via their internal network.

OBJECTIVE

To cut costs at each location from a landline standpoint while also setting up systems to better manage mobile devices being put in the field

SOLUTION

This client 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 7 years continues to:

- Negotiate contracts across multiple vendors
- Find service providers for remote locations
- Simplify the billing process
- Provide nurse managers in the field with an automated way to order additional mobile devices
- Produce quarterly rate plan analysis to ensure lowest possible cost per device
- Manage all moves when an office changes location
- Ensure more visibility into telecommunications inventory

RESULTS

- Implemented new VoIP system with a central intake center resulting in over \$225,000 in annual savings
- Streamlined mobile device ordering procedures, thus shortening the procurement process while also enhancing the overall visibility of the mobility program
- Reduced number of bills being processed each month by internal AP department from thirty to one

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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