

CASE STUDY

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

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CASE STUDY

REGIONAL BANK WITH MULTIPLE LOCATIONS



CLIENT

Mississippi bank with over 30 locations throughout the state

OBJECTIVE

Like many organizations, the bank was looking to reduce costs and increase efficiency, with the added twist that they were looking to implement a centralized VOIP system to receive all incoming calls and redirect them as necessary.

SOLUTION

- Voice and data contract re-negotiation
- Billing consolidation
- Coordination and management of VOIP installation process at all locations
- Monthly bill auditing to ensure accuracy (especially important during the transition phase of this project)
- Providing a single point of contact for all billing, trouble tickets, and orders

RESULTS

Reduced costs by approximately 36% per month

Took less than 24 months to pay for the new systems and equipment involved in the solution

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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