

# CASE STUDY

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

juvotec.com  
(P) 888-300-1853  
(F) 877-353-4329



## CASE STUDY

MULTI-LOCATION, NON-PROFIT, REGIONAL HOSPITAL



### CLIENT

Facilities across two states

Over 30 locations

Increasing bandwidth needs in order to facilitate new initiatives such as Electronic Health Records and Telemedicine

### OBJECTIVE

Like organizations across nearly all industries, but within health care specifically, this client is consistently trying to do more with less. While IT and telecom needs continue to increase, budgets rarely reflect that reality, and this client was no different. The objective was simple: find creative solutions to facilitate network upgrades in a financially responsible manner.

### SOLUTION

Negotiate contracts across multiple vendors while also pursuing federal re-imbursement programs

Find service providers for remote locations

Simplify the billing process by establishing more formal cost center approvals

Provide greater visibility into telecommunications inventory via site surveys, billing data, and end of month reconciliations

### RESULTS

Client's A/P department previously processed payments for over 100 different carrier bills. They now receive a consolidated invoice and make one payment to Juvo which is then used to make appropriate payments. \$20,000 savings in monthly recurring costs through the FCC's USAC funding which is available for rural, non-profit health providers.

By receiving the federal funding, the client has been able to:

- Simultaneously upgrade 90% of their locations through the installation of a back-up T1 network at each of these sites.
- Simultaneously upgrade half of their locations with 3 Meg connections to 100 Meg connections.
- Simultaneously upgrade all existing locations with 100 Meg connections to Gig connections.

By moving high cost, and disparate long distance plans to one consolidated provider, "casual billing" is now being avoided. This problem had resulted in several months of "extreme" overages. Upon identification of this issue, a \$130,000 carrier credit was pursued by Juvo and issued by the responsible carrier.

Through greater location and inventory insight, incorrect billing was identified, eliminating approximately \$7000 in monthly recurring charges.

### 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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