



Case Study Non-Profit Vertical

BCM One finds big savings for a non-profit to reinvest in its mission.

Challenge

This non-profit provides social services for victims of abuse and violent crime throughout a major metropolitan city. With a domestic abuse hotline and 30 shelters throughout the city, this organization has some very specific requirements its telecommunications infrastructure must meet. As a matter of safety, the hotline simply cannot go down, and the shelters require caller ID to be blocked from all outgoing calls and the addresses can't be tagged to any numbers. And, as a non-profit, cost-containment is critical so they can allocate as much of their overall budget as possible to their core mission. They were spending almost \$750K on telecommunications, and they needed to cut \$200K from that budget—without cutting into the services they were getting.

Solution

The organization needed to find \$200K in savings to invest in a new PBX, so they turned to BCM One to audit their communications infrastructure. BCM One went to work cleaning up all their POTS lines, reducing rates with carriers, and cleaning up the inventory. We test called every POTS line. We ran audits on services that should have been disconnected but weren't—a common problem not just among short-staffed organizations but even in companies with large IT teams.

Today, the organization uses BCM One's Sophia™, our proprietary technology expense optimization solution. With just one person responsible for paying bills, keeping up with all the technology invoices across all their sites is a challenge. Instead, BCM One handles all the orders and the billing, so the organization only has to deal with one invoice, and has the peace of mind that they're only paying for the services they've contracted and that they need. And we take care of all their services, including voice circuits, Internet circuits, MPLS circuits, and toll-free.

Benefits

The initial audit uncovered \$92.5K in savings in the first year and their total spend in the second year was just under \$440K, netting them a \$310K savings—55% more than their initial requirement. We've continued to focus on decreasing spend by proactively negotiating prices with suppliers while also delivering the level of services they need to support their mission.

Client:

- › Non-profit

Number of sites:

- › 30 sites

Solution:

- › Technology Expense Optimization
- › Private WAN/MPLS Connectivity