



KANE

CASE STUDY





COMPANY PROFILE

KANE is an organization that manages IT for nursing communities (**50 locations**) with a substantial demand for efficient and effective telecom capabilities to support their clients.



Before engaging with Tech-Gofer, Kane was faced with a serious and extremely costly telecom challenge. Essentially, the company used a completely decentralized approach to its telecommunication needs and therefore, it was paying for services and solutions that simply weren't needed.

With **30+ different vendors**, support became very cumbersome, and created a lot of finger-pointing from one vendor to another. The end result was poor overall support for the company's clients, chaos in the servicing which led to **unnecessary outages**, and **ultimately, a recurring expense of \$122,000 per month that included 70 separate invoices!**

A 3D rendered mannequin figure, light blue in color, is sitting on a large, unrolled sheet of paper. The mannequin is in a slumped, thoughtful or frustrated pose, with its head resting on its hand. The background is a solid, vibrant blue. The text "KEY ISSUES & CHALLENGES" is overlaid in large, white, bold, sans-serif font across the center of the image.

KEY ISSUES & CHALLENGES



TECH-GOFER

STRATEGIES & SOLUTIONS

To begin to untangle the organization's web of vendor relationships, Tech-Gofer conducted a telecom audit by first analyzing the entire situation reviewing vendors as well as the related invoices and costs.

Next, Tech-Gofer composed an executive summary of all current vendors highlighting where there were unnecessary redundancies of services. This led to specific recommendations to the organization of different alternative options.

Once the company confirmed a recommended action plan, **Tech-Gofer managed the entire process with the client to ensure efficient and effective changes.**



RESULTS & OUTCOMES



During the first phase of the project, Tech-Gofer was able to centralize the 30+ different telecom vendors which means **70 different invoices became just 1 invoice!**

Next, the **resulting savings from this far more streamlined approach was about \$40,000 per month.** Finally, all that was achieved without any physical changes or disruption to the actual services and without replacing the equipment at any location.



FUTURE OUTLOOK



While the organization is of course thrilled with the effort so far, Phase 2 of the project includes Tech-Gofer actively working to create even more efficiencies. Because many of the 50 locations managed by the client have aging phone equipment, little standardization, and some additional outdated or unneeded services, Tech-Gofer is initiating a “Technology Refresh” which will allow each site to make technology changes and receive key updates at no charge which could include: internet upgrading, moving to hosted phones, adding a managed firewall and/or SD WAN, managed wireless access points and more.

This additional effort is **projected to create an additional \$10,000-15,000 of savings every month with drastic improvements in standardization and support.**



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