



Branch office of Fortune 10 Company – Case Study

History

After first full month of Comview Call Accounting Outsourcing, we were reviewing the call reports and noticed that there were many long duration phone calls. Upon further review we found that these calls were initiated from only a few extensions, usually beginning around 8 AM and lasted throughout the day until 5 or 6 PM. **The total amount of these calls were approximately \$ 6,000/month**

After bringing this to the attention of the site contact, she determined that these calls were actually data calls to a remote dial up service. We began discussing ways to reduce the call cost such as adding a dedicated 56k line. However upon further investigation, we discovered that although these calls were being routed via voice VPN trunks, they were to a local phone number. **The local calling area in Issaquah happened to be flat rate - in other words these calls could have been made for free!**

Solution

An order was placed with Avaya to change the routing in the PBX.

Result

The following full month's telephone bills reflected that the voice VPN bill had literally been cut in half **resulting in annual savings of \$ 72,000 - representing 40% of their monthly usage bill!**

How did this happen?

These types of errors are fairly common. Least cost routing in a PBX must usually be input exchange by exchange with a default for undefined areas or exchanges. With all the updates, area code splits, it's easy for a single or several exchanges to be routed less than optimally.

How can this be prevented?

The biggest value in call accounting besides accurate cost allocation is providing an analyst with detail and summary information to easily spot calling patterns that should be investigated for further review. **The biggest value in Comview Call Accounting Outsourcing is allowing telecom personnel to spend more time analyzing call reports and data rather than wasting valuable time just managing the application! Don't even have time to do that? Then let us provide our Autoconsultant Service for specific cost savings recommendations**