



**Client**                    Disk Drive Manufacturer  
**Industry**                Manufacturing  
**Contract Type**        Audit, Cost Reduction, Consulting Services

**Highlights**            **Overbillings identified:** \$50,000 recovered and \$36,000/year saved  
**Annual cost reductions:** \$304,000

## Background

This global Disk Drive Manufacturer’s low-cost business model required that it tightly manage non-core operating costs. As communications technology grew from a handful of simple, commoditized offerings to a broad range of enterprise-wide voice and data applications that are essential to any company’s operations, the Client identified the management of telecom costs as a critical step in preserving its low-cost advantages.

## Approach

WidePoint was hired to provide services to enable the Client’s staff to maintain their own communications infrastructure, requisition procedures, invoice reviews, approval and payment processes and, in the process, streamline staffing requirements while ensuring that all ongoing communications costs were managed efficiently and competently.

Additionally, the Client subscribed to WidePoint’s Telecom Expense Management software solution.

## Results

**Carrier billing errors** that had existed for two years resulted in over \$50,000 of recoveries and ongoing gains of \$36,000 annually.

**Rate optimization** on cellular charges resulted in \$108,000 of annual savings. Staff and management reductions, specifically those responsible for review, approval and reporting of telecom, reduced costs another \$160,000 annually.

**Total Company Savings:** \$50,000 recaptured and more than \$300,000 saved annually.

In addition to hard dollar savings, WidePoint identified other areas that could benefit from our expertise and offerings:

### Support of Enterprise Voice/Data Services RFP:

- Detailed inventory of voice and data services across enterprise
- Summary reports of usage patterns across enterprise
- Support for “What If” scenarios in RFP response evaluation

### Additional Opportunities for Future Savings:

- **Audio Conferencing**
  - Potential \$10,000/month savings versus current spend
- **Order Process Streamlining** with WidePoint Order Management
  - Timely and accurate implementations of new services
  - Reduced cost of parallel or redundant services during migration
  - Fewer billing errors to be caught and corrected
  - Time savings for client staff
- **Termination of unused and underutilized circuits and services**
- **Ongoing Cellular Rate Optimization** monthly, quarterly, or annually