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# CASE STUDY



## ABC IDENTIFIES SAVINGS IN CLIENT VoIP IMPLEMENTATION

*Review of systems and services identifies cost-saving solution*

### Minneapolis – August 2005

Recently American Business Communication (ABC) had an opportunity to help a customer resolve a problem with their VoIP implementation. The company had multiple locations, and had implemented stand-alone IP-PBX systems at each site. Along with the VoIP implementation, they had installed a frame relay network to support data and their inter-company VoIP.

**THEIR PROBLEM:**

**Poor voice quality for VoIP calls between the locations.**



**CONTINUED BELOW...**

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After discussions with the company and its vendors, the diagnosis of the voice quality problem was that the frame relay network's bandwidth needed to be increased. Before placing an order, ABC had to determine the bandwidth required to carry both data and voice.

During this process ABC created a ROI model to make sure the network upgrade costs needed were financially justified. The ROI model looked at the cost of the frame relay network plus the cost of the bandwidth expansion. This cost was compared to a more traditional solution that combined a data VPN with the PSTN for the inter-office voice calls.

**The ROI model indicated that the company should:**

1. Take out the frame relay network.
2. Implement a data Virtual Private Network (VPN).
3. Use the PSTN for all inter-location voice calls at a rate of 2 cents per minute, more cost-effective than bandwidth.
4. Keep the IP-PBX systems installed, which simplifies system and remote worker administration, reducing administrative expenses.

**THE SOLUTION:**

→ **This customer saved over \$32,000 by using ABC to assess their telecom environment and compare technologies.**

BILL AUDITING

INVENTORY ASSESSMENT

COST & EXPENSE MANAGEMENT

SERVICE/SYSTEM PROCUREMENT

SUPPORT OUTSOURCING

CARRIER NEGOTIATION

MANAGED SERVICES

LEGAL & REGULATORY

**About American Business Communication Inc.**

American Business Communication Inc.'s (ABC) Managed Telecommunications Services help businesses identify, manage, and reduce expenses and optimize assets and environments enterprise-wide. Founded in 1990, ABC has provided our clients over \$200 million in documented savings for voice, data, video, and wireless costs, with much of those savings in direct reimbursements, immediately impacting the bottom line. ABC assists in enhancing productivity, reducing costs, and streamlining services, protecting and improving profits. ABC identifies and delivers its solutions through the following services: Bill Auditing, Inventory Assessment, Carrier Selection & Negotiation, Service & System Procurement, Cost & Expense Management, Legal & Regulatory Aid, and Outsourced Support. To learn more about ABC, visit [www.ambuscom.com](http://www.ambuscom.com).