



www.dalcoinc.com

BUSINESS CASE

Nationwide Restaurant Chain saves 62% as a result of outsourcing their Telecommunications Support Services

CLIENT: RARE Hospitality International, Inc. currently owns, operates and franchises 281 restaurants, including 230 LongHorn Steakhouse restaurants, 29 Bugaboo Creek Steak House restaurants and 22 The Capital Grille restaurants. RARE is a NASDAQ publicly traded company.

CHALLENGE: Reduce cost and meet the demand of growing network with highly scalable, flexible and leveraged solution.

SOLUTION: DALCO's proven IT & Telecom Methodology:

- National Support Services/Help/Service Desk – Increase efficiency of communications by providing a 24x7x366™ help/service desk trouble ticket monitoring.
 - Maintenance Program– Provide 24 hour turn-around for replacement PBX equipment.
 - New Build Communications Management – Provide project management support for telecommunications scope of service.
 - Telecommunications Audit – Reviewed Contracts, Audited, Documented, Provided Analysis of Billing & Existing Local & Long Distance Services. Developed Cost Center Needs Report; Identified Growth/Shrinkage Forecasts.
 - RFP Development and Distribution – Developed Qualified Bidders List, Submitted RFP to Bidders, Received and Documented RFP Responses, Managed RFP Interview Process
 - Contract Negotiations – Provided Contract Review & Negotiation Assistance
 - Recovery Process - Obtained Customer Service Records, Match to DEMARC Audit, Developed Monthly Rebate Estimate, Billing Review with Carriers, Confirm Rebate
-

RESULTS:

- Executed RFP process for all restaurant locations for UNE-P (Unbundled Network Element Platform). Overall savings is in excess of 45%.
- Executed RFP process for all Cellular and Blackberry Service for all Management staff. Overall savings was in excess of 30% monthly.
- Initiated recovery process for Long Distance Slamming.
- Managed Corporate Office move that resulted in ZERO downtime for both Voice and DATA service.
- Decreased service outage downtimes by 87.4% with implemented help/service desk process.