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## BUSINESS CASE

### Client reduces costs by over \$360,000.00 while doubling overall bandwidth

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**CLIENT:** CLIENT specializes in the design, building and management of prisons, jails and detention facilities and providing inmate residential and prisoner transportation services in partnership with government. The company is the sixth largest corrections system in the nation, behind only the federal government and four states.

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**CHALLENGE:** Client's goal was to reduce costs, standardize technology, increase redundancy, and maintain a high level of flexibility both technically and functionally.

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**SOLUTION:** DALCO'S ETM (EFFICIENT TELECOMMUNICATION MANAGEMENT):

- IT and Telecommunications Audit – Reviewed Contracts, Audited Network, Provided Analysis of Billing and Existing Services. Developed Cost Center Needs Report and Identified Growth/Shrinkage Forecasts.
- RFP Development and Distribution – Developed Qualified Bidders List, Submitted RFP, 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

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### RESULTS:

Increased WAN bandwidth by 100% and reduced annual fees by 15% without any technology or carrier migrations. Established a lower cost consistency on existing primary services and enabled lower cost redundant services with Incumbent Carriers for Frame Relay Service.

- Reduced all carrier charges for voice services 42% by negotiating a new lower cost for Dedicated, Switched, and Toll-Free Long Distance rates.
- Service Level Agreement efficiency and up-time of network guaranteed at 99.9999%
- Standardized terms and conditions.