

## Government Facility Employs Symphony SMS for Outsourcing Services

### Business Challenge

Facing unprecedented growth with limited budget increases, this government organization needed to contain costs while maintaining or improving service levels. Seeking the help of a third party outsourcer to assume all voice functions and lead efforts for VOIP implementation strategies was the challenge. Lack of resources and industry expertise led to a decision for outsourcing, as well as the need to break away from an internal bureaucratic infrastructure.

### Solution

Symphony SMS assumed total outsourcing for not just the voice communications network infrastructure, including maintenance and support functions, but also management and implementation of existing VOIP strategies, carrier and telco management. Symphony SMS' consultants automated functions and tasks where possible for lowered cost and increased operational efficiencies while maintaining existing budget restraints.

### Results

As a result of Symphony SMS' management and VOIP implementation, this government organization realized **annual savings of more than 30%** in just the first year. Symphony SMS consultants were able to define and identify erroneous charges on bills, help negotiate better vendor contracts, reduce required vendor "add on" charges, and completely redesign the telephone and transport network for maximum efficiency. Symphony SMS' holistic management strategy has allowed implementation of three new call centers permitting re-tasking of existing personnel to address core functions and automating service centers for service level improvements.

### About Symphony SMS

*Symphony SMS offers an **End-to-End TEM Outsourcing Solution** – a holistic approach that drives productivity, controls costs and enables clients to utilize telecom to create profitable technical, operational and accounting business solutions.*