

## Large US Hotel Chain Taps Symphony SMS for Telecommunications Outsourcing

### Business Challenge

Bottom line: Outsource anything that is not a core business competency. This nationwide hotel chain prefers to focus its internal resources on functions that can more directly affect the bottom line and increase customer satisfaction rather than areas such as Telecommunications. The hotel chain is also in an acquisition mode and needs industry expertise to integrate platforms, operations, and telephony strategies on a go-forward basis.

### Solution

Symphony SMS has become the hotel chain's complete telecom department for all voice and wireless activity. Services being provided include help desk, technical support and resolution, invoice processing, order processing, bill verification, service and network optimization, inventory and MACD tracking and implementation, expense analysis, and contract compliance. Symphony SMS provides specialized telecommunications expertise and process efficiencies so that the hotel chain can focus on its core competencies relative to Hotel Management. It's a Win-Win relationship.

### Results

Symphony SMS assumed responsibility for all of the voice telecom department's activities and have contributed to well over **17% in cost reductions**. Management of the daily processes has been absorbed by Symphony SMS with 43% fewer staff. Our client says it best:

*"We appreciate Symphony SMS' value-added services in inventory control, invoice and billing review, and contract negotiations support. They allow us to focus our internal resources on other critical tasks without compromising our ability to identify cost savings opportunities."*

### 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.