

Construction Industry



Simplified management of system and increased company uptime to near 100%

Helm Partners are a strategic consulting firm providing detailed analytics, market-driven intelligence, and dedicated resources to quickly and effectively deliver value in the telecommunications space.

Client Profile

- 12 carriers, premise phone system
- MPLS, internet, POTS, phone services across 190 locations
- \$2,800,000 in annual spend

Challenges

- 120+ invoices processed every month
- Decentralized operations
- Significant outages/downtime
- Considerable time allocated for ongoing management
- Lack of transparency and understanding of existing services and costs
- Lack of time and resources for strategic visioning and project management

Process (180 days)

- Created client baseline using contracts and prior month invoices
- Developed recommendations for network redesign and savings opportunities
- Presented recommendations for client approval
- Created project team and implemented all approved recommendations
- Audited invoices monthly to confirm service changes and savings capture

Results

- New upgraded hosted phone system, redundant services, simplified management
- Increased site uptime and availability to ~100%
- Annual net savings of \$850,000 (30%, includes offset of new costs)

What our clients are saying:

"Your tiered implementation approach allowed our Team adequate time to evaluate your proposed course of action and support implementation when the timing fit our needs."

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"Because of the successful management of the relationship, services, and expenses by this partnership, I highly recommend Helm as a service provider..."

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"I highly recommend your services to any organization looking to augment an existing team with a results-oriented firm focused on continually delivering value."