Chorus Case STUDY

Right Management Turns Technology Inside out

With Over 100 Locations in North America, Right management was plagued with a potpourri of phone system equipment, T-1's from at least 12 different Clecs and a pile of copper line invoices 9 inches high from a multitude of phone line providers. These are just a few of the problems that plague enterprise customers today. Dealing with these daily challenges is difficult, costly, and counterproductive. Especially considering the constant moves and changes associated with this industry, which comes complete with a LIMITED STAFF to orchestrate them. In such a fast paced and moving environment, scalability and versatility is required. Responding to layoffs with Major Fortune 1000 customers with Resources to make the transition smoother is the "*key to success"* for a Human resource management Company. Making this process TURNKEY is essential and adds to the efficiency in spend, along with soft cost dollars in human resource management. Do MORE with LESS is a constant challenge facing these companies and having key information on your architecture for VOICE and DATA is key in keeping things running smoothly.

Let's take a look into what Chorus did to help Right Management build:

The Ultimate Technology Solution

Right management is the World's Second Largest Human Resource management firm with Manpower as its Parent company.

THE CHALLENGE: When Robert Molinaro*, VP of Chorus Communications*, met with Wentworth's VP of Technology Fred O'Donnell, he was faced with an environment of multiple companies speaking to multiple technologies for voice and data connections. Rob found them spending over $111,000 month on **PHONE SERVICES ALONE**, this included T-1's, Copper Lines, Phone system Maintenance, Service contracts etc. This was ALL managed out of a small division in Philadelphia Corporate office with Limited Staff. They were in a in a Multi Vendor, Multi Service provider environment –Thus, much of the low hanging fruit for savings did just that "hung there" taking on the philosophy of "let Sleeping dogs Lie" while other more pressing issues took precedent. Oh you ask about Servers? Dozens of IT staff nationwide? Used electronic equipment + appliances sitting in warehouses? Well, we want to keep this short and sweet but the result section will cover that. Note: It is important to note that Right *DID* do periodic cost basis analysis, and while these alignment exercises proved beneficial, it did not attack the ever resounding question of : HOW CAN WE DO BETTER.?

The RESULT: Through the use of Cloud based technologies for both Voice and Data, Chorus was able to significantly lower Right's monthly expenditures by over $$487, 369 PER YEAR on Phone services alone, not including soft costs savings in repurposing staff. Chorus' solution was built to allow for the flexibility and accommodation for change. For example: through the use of VOIP Chorus connected ALL branch offices, which gave them **FREE** *unlimited* **Office to Office** *dialing*. Additionally, by taking advantage of an EXISTING MPLS data network, Chorus , with the precision of a Physician, cut out ANY AND ALL PRI's and T'1 coming into every Phone system. Effectively, Chorus made use of that existing MPLS network to

ride the VOIP platform over and FORCED each and all vendors (MPLS , IT and VOIP providers) to PLAY NICE IN THE SANDBOX together- resulting in an efficient and money saving delivery.

But wait, it did not stop there: next we moved on to the IT world. Chorus introduced OUTSORCED IT (break fix to the site and desktop) resulting in an additional $600,000 per year savings. Imagine one day managing over 15 Nationwide IT professionals and the costs there in to dealing with 14 man help desk while having all the break-fix handled by an outsourced firm?

Lastly, Chorus orchestrated the move from a facilities based server environment at most of Right's locations, to a collocation facility. Icing on the cake you ask? Take all that used electronic equipment and appliances (phone systems, servers, computers, batteries, wiring) and Chorus found a buyer for it all . They used those parts for repurposing or disposal of it all in an environmentally friendly way that coincided with rights initiatives for a GO GREEN philosophy as a company.

In sum: Chorus consolidated all services (by product) onto ONE Portal and ONE Bill broken down by cost center. Currently, all the IT staff needs to do is to go on-line and look at their account (24/7/365) and make changes as they see fit.   Today, with these latest technologies in place, Right is FULLY scalable and flexible for all of their present and future needs, which allows them to do **"More with Less "** In the Words of Fred O'Donnell his favorite saying to staff when asked how they can approach technology efficiency was " Call Rob Molinaro ….. he has a guy for that! Over a million dollars a year in savings….end of story.

Chorus did all of this At **NO CHARGE** to the client -   ask us how.