



Managed Mobility, Telecom & IT  
*Technology. Support. Results.*



## CASE STUDY

CLIENT  
CARON TREATMENT CENTERS  
INDUSTRY  
HEALTH CARE



### Credits Received

between January 2017  
and February 2021:

**\$105,258**

for duplicate billing

**\$44,485**

for incorrect services

**\$39,222**

for disconnected services

**\$19,144**

for long distance disputes



Ongoing Monthly  
Savings



Total Savings of  
**\$538,645**

## Caron Treatment Centers Implement Managed Solutions to Reduce Telecom Costs and Better Manage Contracts and Services

A health care organization, Caron Treatment Centers provides substance abuse treatment, counseling and rehabilitation services. It was founded in the 1950s and is based in Wernersville, PA. It operates ten centers, with locations on the east coast that provide focused rehabilitation programs, specifically for health care workers, executives, older adults, teens, and those with opioid addiction. Caron asked Grudi Associates to help improve their telecom management and service across all of its locations.

### THE CHALLENGE

Grudi Associates has been managing Caron's wireless services for several years through its Mobility Managed Solutions, so when it was time to address other telecom services, Grudi Associates was the natural choice. Caron's primary challenges were:

- Caron received notification from its carrier that the organization's services were going to be discontinued soon, necessitating timely selection of a new plan and migration of all of its services to the new carrier.
- Managing regularly occurring telecom trouble issues and MACDs (moves, adds, changes, deletions).
- Working with a carrier on their data network that was difficult to deal with.
- For each change or new location, the data carrier would require a new, additional contract.



*"Before we went with Grudi Associates' Managed Solutions, we were having significant issues and frustration with our telecom carriers. As it turns out, due to varying plan prices, invoice errors and inability to understand the lengthy and confusing monthly bills, we were also overpaying. Grudi Associates effectively addressed all these concerns. Outsourcing many routine telecom management tasks to Grudi Associates also eliminated a lot of hassles and wasted staff time. Grudi Associates and Managed Solutions saves us time and money, and their customer service is awesome! They are a great team!"*

— Andy Heckman  
Corporate Director of IMS



- Since each site's contract was different, pricing and terms were inconsistent across the organization, and different contracts expired at different times, causing management challenges.
- Correcting and getting credit for an incorrect circuit installed by the carrier.
- Getting credit for long distance shortfall charges even after PRI (Primary Rate Interface) connections and DIDs (Direct Inward Dialing) were ported to a different carrier.
- Stopping PRI billings seven months after disconnects were issued.
- Resolving duplicate billings of VoIP services, resulting from installation of the incorrect circuit.
- Caller IDs on toll-free calls were not working properly, intermittently showing only incoming numbers, without the associated names.
- Caron needed simpler, consistent service and management systems.

## THE SOLUTION

Building on our strong and positive relationship with Caron on wireless services, we recommended implementing Grudi Associates' Voice, Data & Cloud Managed Solutions. Through this power package of telecom service, Grudi Associates could:

- Address inconsistent and overpriced services.
- Effectively manage Caron's MACDs.
- Provide ongoing optimization monitoring and recommendations.

### Specific actions included:

- Identifying and provisioning new services and carrier to replace services soon to be discontinued.
- Painstakingly diagnosing and resolving caller ID issues on toll-free numbers.
- Spending a tremendous amount of time and effort in correcting carrier-related issues and obtaining long-overdue credits for Caron. Some issues took seven to eight months to resolve, while some of the largest credits have taken over 19 months to obtain. Caron simply did not have the time, resources or industry background to address many of these issues.
- Auditing invoices to identify numerous errors and overbilling.
- Discovering duplicate billings on toll-free numbers invoices.
- Working with the carrier to ensure that all contracts had the same expiration date.
- Ensuring that all Caron contracts were at the best available pricing.
- As contracts expired, migrating Caron to carriers with significantly better functionality and pricing.
- Closely monitoring carriers to ensure Caron was properly handled.

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### THE RESULTS

By extending its relationship with Grudi Associates to include both Mobility Managed Solutions and Voice, Data & Cloud Managed Solutions, Caron achieved the following:

- Grudi Associates' Voice, Data & Cloud Managed Solutions is saving Caron approximately \$20,000 per month in costs they otherwise would very likely have not recovered. From January 2017 through February 2021, the total amount saved was \$538,645. Some specific cost savings components are:
  - \$44,485 in credits received for disputes on incorrect services that were billed.
  - \$39,222 in credits for disconnected services that continued to be billed.
  - \$19,144 in credits for long distance shortfall disputes.
  - \$105,258 in credits for duplicate billing issues.
- Reduced overall telecom cost approximately 15% per month, ongoing.
- Established an ongoing, outsourced relationship with Grudi Associates that addresses a variety of landline, data and mobility issues Caron did not previously have the bandwidth to effectively handle.
- Outsourced day-to-day telecom management activities, freeing Caron staff to focus on core activities.
- Gained an expert liaison between Caron and carriers.
- Made trouble issues, outages and MACDs very simple and fast.
- Obtained credits from invoice errors and duplicate billings.
- Outsourced to Grudi Associates virtually all of the work of planning, procuring and coordinating telecom services for new locations — one to two per year, typically.
- Eliminated telecom management stress and frustration among staff.



### Meet the Grudi team that delivered results for Caron!



*"We had been assisting Caron with Managed Mobility for years before we implemented our Grudi Managed Telecom solutions. We had been able to help optimize their mobile devices and services, which saved money and enhanced their wireless capabilities. It was great to see that their confidence in us led to Managed Telecom, as well."*

— Jennifer Campbell  
Director / Mobility



*"Caron Treatment Centers was having a variety of issues with its Telecom services when they asked us for help. A big part of it was interacting with carriers and managing these services. Our Managed Telecom solution really fit their needs. We took over virtually everything that could be outsourced, which relieved them of a lot of headaches and frustrations. It also saved them over \$20,000 per month."*

— Ann Wenger  
Telecom Expense Analyst / Voice & Data



Allen Irizarry  
Customer Experience  
Manager /Mobility

Steve Harelson  
Vice President /  
Solutions Consultant



Don Roarty  
Vice President /  
Solutions Consultant

Emily Kessler  
Voice, Data, Cloud Support  
& Project Manager



Shawn Grimes  
Director /  
Managed Solutions<sup>SM</sup>

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MANAGED TELECOM



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Broadband



Security



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