



Managed Mobility, Telecom & IT

Technology. Support. Results.



CASE STUDY

CLIENT
OSS HEALTH

INDUSTRY
HEALTH CARE

Total Savings

From 2017 – Mid-2020



\$100,000

on Telecom & Data

\$52,000

on Wireless



Averaging approx. \$2,000
savings per month ongoing



After data contract renegotiation for
the same services

Managed Solutions Saves OSS Health 20% Monthly on Telecom, Data & Mobile, While Eliminating Ongoing MACD, Outage & Trouble Hassles

OSS Health is a full-service orthopedic health center, providing high quality care that specializes in care and treatment of muscles, bones and joints. Based in York County, it has ten locations throughout the area. Services range from urgent care and outpatient services to surgery, hospital stays, diagnostics and more. An effective, highly efficient telephone system is vital for OSS Health, so they came to Grudi Associates for assistance.

THE CHALLENGE

With a small, busy staff and ten locations, it was difficult for OSS Health to manage its various types of telecom services, data services and telephone systems. Specific concerns were:

- Almost daily troubles, outages and MACDs (moves, adds, changes, disconnects).
- Handling numerous billing disputes, from SLA agreements for down service to misapplied funds and incorrect taxes and surcharges.
- Lacking resources to effectively manage various telecom billing to ensure that the bills were correct.
- Too many carriers and invoices to manage.
- Not getting the optimal value from existing carriers.
- Ongoing location additions (both acquisitions and new construction) and closures.
- Ensuring it had the best services at the best available rates on an ongoing basis.
- Effectively managing several hundred mobile phones and devices and keeping up with upgrades, rate plans, service and device issues and more.
- There was no single point of contact to address all of the telecom & IT services.

"The solution Grudi Associates implemented has made a huge positive difference in our telecom and wireless services. It has saved us a lot of money and continues to do so. Their Managed Solutions services have resolved many issues and have virtually eliminated the hassles and headaches we had related to managing our telecom. The Grudi Associates team is very proactive and great to work with. We are very pleased with the results."

— Tricia Wolf

IT Director, OSS Health



THE SOLUTION

The Grudi Associates team thoroughly reviewed all of OSS Health's data and telecom services and billing, including wireless, and recommended implementing Grudi Associates' Managed Solutions. It included a variety of actions that improved OSS Health's services and rates without making major changes to much of what they had. This avoided extensive disruption of its operations. A key element was having Grudi Associates take over much of the constant help desk issues — troubles, outages and MACDs. Specific actions included:

- Renegotiated contracts for selected existing services to obtain better rates.
- Assisted OSS Health in implementing a better way to manage multiple phone systems under one entity.
- Provided a one-stop shop for all troubles and issues.
- Whenever an issue arises, Grudi Associates is now notified to diagnose the problem and initiate actions necessary for resolution.
- Grudi Associates' Managed Solutions team also now addresses wireless issues, from forgotten passwords to trouble with app downloads and more.
- Eliminated unnecessary mobile devices to save significant cost.
- Grudi Associates now continually monitors OSS Health's wireless usage to avoid overages and ensure it always has the most favorable rate plan.

THE RESULTS

As a result of the solution Grudi Associates developed and the ongoing services it provides through Managed Solutions, OSS Health is enjoying excellent financial and operational benefits:

- Telecom and data savings that have grown from 5% in 2017 to 50% in 2020, saving OSS Health \$10,050 per month.
- Wireless cost savings of approximately 20% per month, average wireless cost savings of about \$2,000 per month, ongoing.
- A recent data contract was renegotiated to save 25% for identical service.
- Wireless savings of nearly \$52,000 from 2017 to mid-2020, with telecom and data savings over \$100,600 for the same period.
- Percentage of savings has increased every year.
- Many problems and frustrations have been eliminated for OSS Health staff, including the delivery of telecom and data to new locations and timely disconnections from closing locations.
- A much more efficient, effective telecom system is in place.
- Grudi Associates' Managed Solutions services enable OSS Health to focus on its core business and better serve its patients.

Meet the Grudi team that delivered results for OSS Health!



"As a thriving, fast-paced orthopedic health center with 10 locations, OSS needed a better way to optimize and manage its hundreds of mobile devices. They did not have the resources to

do it in-house. Our Managed Mobility services are a perfect fit for their needs, and we were able to implement our solution with very little disruption to their operations and patient care."

— Allen Irizarry
Customer Experience Manager / Mobility



Steve Harelson
Vice President /
Solutions Consultant

Emily Kessler
Voice, Data, Cloud
Support & Project Manager



"After a comprehensive assessment of OSS's needs, it was clear that Grudi's Managed Telecom services were what they needed. In addition to saving them over

\$10,000 per month on Telecom and data, we now manage trouble issues, outages, MACDs and more, allowing their staff to focus on their patients and business priorities."

— Don Roarty
Vice President / Solutions Consultant



Ann Wenger
Telecom Expense Analyst /
Voice & Data

Shawn Grimes
Director /
Managed SolutionsSM



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