

### **Example #3**

Internet Service Provider (ISP) & Phone Audit  
June, 2019

#### **Client Profile**

Medical Field with multiple office locations in Florida and 250 employees

#### **Situation**

Managed Service Group was retained to perform a 3rd Party Internal IT Savings Audit on the client's Internet Service Provider. By the Clients' approximation, the network was "slow," and it failed to justify the costs incurred during network setup and management.

*Important: Our company was not managing this client's network at the time of the audit.*

#### **Goals**

- Investigate and troubleshoot network connections
- Secure higher bandwidth
- Reduce network costs

#### **Result**

Following our review, the client's invoice and circuits match accordingly. The circuits were correctly provisioned to their appropriate bandwidth, and bandwidth was more than tripled across one such circuit. The client's network connectivity and speed improved, and workflow increased pace alongside it.

#### **Savings Summary**

- Savings = \$4,200 / month
- Savings = \$151,200 for the remaining 3-year term

**Pre-audit:**

SERVICES ON INVOICE	CONTRACTED BANDWIDTH	ACTUAL BANDWIDTH	APPROXIMATE INVOICE AMOUNT
INTERNET CIRCUIT #1	500Mbps	135Mbps	\$1,500
INTERNET CIRCUIT #2	250Mbps	95Mbps	\$500
INTERNET CIRCUIT #3	250Mbps	85Mbps	\$500
INTERNET CIRCUIT #4			\$900
INTERNET CIRCUIT #5			\$850
INTERNET CIRCUIT #6			\$950
PHONE CIRCUIT #1	YES	NO	\$2,000
PHONE CIRCUIT #2	YES	NO	\$1,000
<b>AVERAGE MONTHLY INTERNET &amp; PHONE COSTS</b>			<b>\$8,200</b>

**Post-audit:**

SERVICES	CONTRACTED BANDWIDTH	ACTUAL BANDWIDTH	APPROXIMATE INVOICE AMOUNT
INTERNET CIRCUIT #1	500Mbps	500Mbps	\$1,000
INTERNET CIRCUIT #2	250Mbps	250Mbps	\$500
INTERNET CIRCUIT #3	250Mbps	250Mbps	\$500
PHONE CIRCUIT #1	YES	YES	\$1,500
PHONE CIRCUIT #2	YES	YES	\$500
<b>AVERAGE MONTHLY INTERNET &amp; PHONE COSTS</b>			<b>\$4,000</b>

The original Summary Report is available upon request.