

CASE STUDY

■■■■■ MILESTONE MORTGAGE MANHATTAN BEACH, CA

"Telcom Insight recently swapped out services from the local phone company for a reliable competitor, saving us 25%. In difficult economic times, every dollar is hugely important, so TI ushered in a major win for us."

Richard Thomas, President, Milestone Mortgage

IN BRIEF

THE CHALLENGE

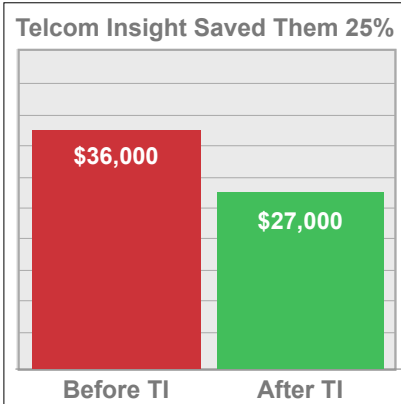
A mortgage company was unhappy with their carrier, and was looking for a new service carrier at a lower cost.

THE SOLUTION

Telcom Insight helped find the client a more flexible carrier.

THE RESULTS

Telcom Insight helped save the client 25%.



IN DETAIL

* THE COMPANY

Milestone Mortgage works with people who are in need of a home loan to buy a home, helping them find loans at the best terms available. Based in Southern California, Milestone offers their services across the nation.

* THE CHALLENGE

Milestone Mortgage came to Telcom Insight when they became unhappy with their current voice services carrier. Specifically, they felt their carrier was very inflexible and that they could find better services elsewhere. The problem was, they didn't know where to look.

* THE SOLUTION

Telcom Insight helped find the client a more flexible carrier. Presented with multiple options, Milestone Mortgage decided to switch from their existing carrier to TelePacific. They had previously been running off a Supertrunk, but with the help of Telecom Insight, they upgraded to a PRI.

* THE RESULTS

Telcom Insight helped save the client 25%.

- By switching to TelePacific, the client's costs dropped from \$36,000 to \$27,000 over a three-year period, a savings of \$9,000 or 25%.
- Milestone Mortgage found their new carrier to have better customer service and to be easier to work with.