

CASE STUDY

PACIFIC RESOURCE CREDIT UNION LOS ANGELES, CA

"Telcom Insight did a thorough analysis of our spending and traffic patterns. They ultimately recommended a solution that has improved our data speeds and saved the bank over 20%."

David Garrison, IT Manager, Pacific Resource Credit Union

IN BRIEF

THE CHALLENGE

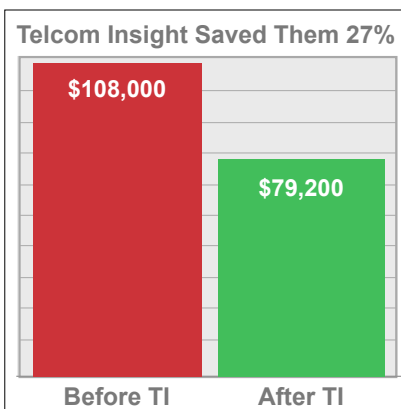
The client wanted to reduce costs, gain better access to its service provider, and streamline its ordering processes.

THE SOLUTION

Telcom Insight reviewed the client's phone bills, analyzed their needs, and revamped the telecom structure.

THE RESULTS

Telcom Insight's analysis of PRCU's bills and their ultimate recommendations led to savings of 27%.



IN DETAIL

* THE COMPANY

A non-profit credit union, PRCU strives to provide the best financial services available anywhere while operating without the support base that comes with a large, publicly held bank. Since 1936, PRCU has been providing financial services to many of California's local government employees and leading corporations.

* THE CHALLENGE

Pacific Resource Credit Union (PRCU), needed to cut costs, gain better access from their service provider, and streamline their ordering processes.

Prior to consultation with Telcom Insight, the client used AT&T for both voice and data services. They had several phone lines combined with DSL internet. However, PRCU was unhappy with the service that AT&T was providing, and they felt they needed better and easier access to their service provider.

* THE SOLUTION

Telcom Insight reviewed the client's phone bills and revamped the client's telecom structure. Using their knowledge of the telecom industry to evaluate the PRCU's overall telecom structure, Telcom Insight focused on finding ways to reduce costs and to streamline the company's business processes.

Based on the analysis of the client's telecom bills, Telcom Insight recommended switching voice and data services from AT&T to TelePacific. By streamlining everything through the new voice and data systems, the client would now have better access to a single provider and better access to vital information within the company.

* THE RESULTS

Telcom Insight's analysis of PRCU's bills and their final recommendations led to a savings of 27%.

- PRCU switched voice and data services from AT&T to TelePacific.
- Spending was reduced from \$108,000 to \$79,200 over a three-year period.
- Consolidated the client's invoices from nine different bills into a single bill.
- A "soft cost" savings for Accounts Payable was gained due to the streamlined billing process.