

REGIONAL BANK UTILIZES SAFARI'S S4 PROGRAM

Executive Summary

Our client has its Corporate HQ in Clifton, NJ with more than a dozen branch locations in the Northern NJ area. With disparate and aging technologies and various carriers across their branches, the management team believed there might be serious shortcomings that were costing the company thousands in both hard and soft cost inefficiencies. They hired Safari Solutions under our S4 program to evaluate their existing services and provide recommendations.

Testimonial



"We have developed a very strong trusted relationship with Safari for voice, data, and internet. In fact, this past year, they played a significant role in the upgrade of our telecommunications to VOIP and, not only was it a smooth transition, they became the proverbial member of the family because of our reliance upon them. I have complete faith in their ability to service our business."

Challenges

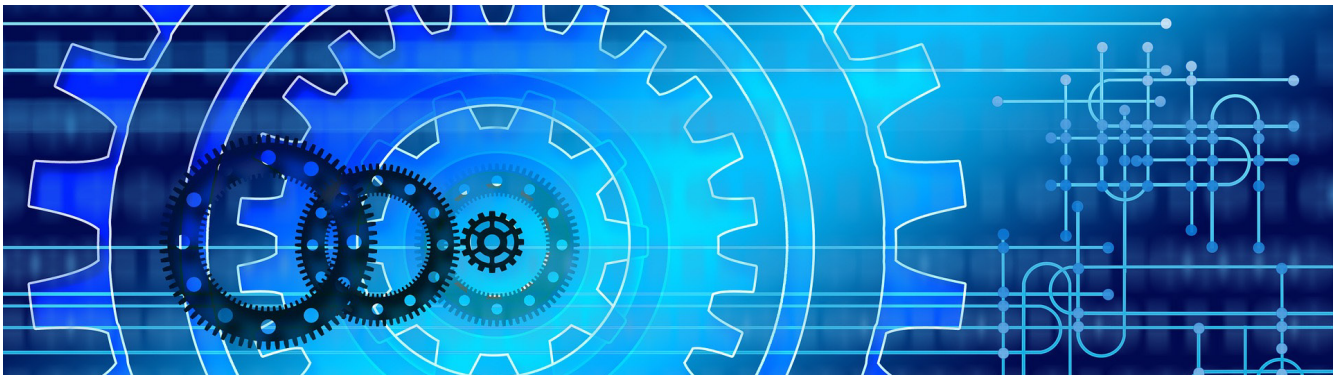
- Receipt of multiple invoices for local and long-distance services from various carriers that were confusing but looked to be about the same amount each month. They thought they may be paying for services they did not need, or their bills had inaccuracies or outdated information. They were looking for a clear forward-thinking plan that would simplify managing voice services at multiple offices and dealing with various contracts as well as confusing billing platforms.
- In addition, our client had a legacy Avaya phone system that was expensive to maintain and did not allow for the flexibility and features of the newer phone systems. They were looking for collaboration tools to help enhance communication between branches. Ultimately, the goal was to evaluate cutting-edge solutions to provide them with a competitive edge within its industry.
- The client's IT team was looking for a way to become proactive with its time to focus more on core business initiatives as opposed to the reactive activities they had become accustomed to.

How Safari Helped

- We engaged in an S4 partnership. The first step in this engagement was to get a detailed snapshot of all services, billings, and contracts. In addition, Safari Solutions took a deep dive into the existing

technology landscape.

- We inventoried services at each site and compiled an overview of billing, including contractual obligations and limitations. The inventory included the services being delivered, broken out by location and carrier, the overall charges for each service, and any additional surcharges that were incurred.
- We provided recommendations for both short term optimization of services as well as long term recommendations within our S4 six-week initial evaluation report. During the six-week meeting, we developed a plan of action to implement the short-term recommendations and agreed on the next steps for the longer-term recommendations.
- As part of the S4 program, we engaged in a phone system evaluation as the first priority. Safari in conjunction with our client developed requirements in a formalized Request for Proposal (RFP) through surveys, interviews with the staff, and collaborative conversations. Safari Solutions worked closely with the client to bring appropriate solutions to the table, explaining the costs, benefits, and negatives associated with each option. We helped manage the RFP process through pricing negotiations and ultimately final selection.
- We are currently engaged in an S4 Service Desk partnership for the day to day management of all voice, data, and Internet service related issues and questions.



Results, Return on Investment and Future Plans

- During our Initial Evaluation of services, Safari Solutions identified \$3,500/month (\$42,000/annually) in savings within our short-term recommendations. This equaled 40% of their overall monthly spend. The savings were a result of outdated rates and the cancellation of unused services.
- Following the final selection of the chosen solution provider, Safari implemented the Cloud VoIP solution at HQ and all branches. With our cost plus 5% model for all hardware purchases, our client received significant cost savings on the purchase of the IP phones. After each site converted to Cloud VoIP, Safari assisted with the cancellation of the unnecessary analog lines, resulting in an additional 20% reduction of monthly recurring costs.
- All offices are brought together through one centralized Cloud VoIP phone system, managed through a GUI interface. Employees can interoffice dial using four-digit extensions. In addition, if one site loses power, there is redundancy built-in to route calls to another office.

SAFARI solutions

STRATEGIC TECHNOLOGY PARTNER

- The client's IT team can proactively focus on core business initiatives by using our Service Desk team to handle the day to day management of all voice, data, and Internet issues and requests. With a dedicated service email that includes our client's IT team, our client has visibility into the day to day requests without the burden of resolving the issues themselves.

Since engaging with Safari under our S4 program, the Safari team has had quarterly in-person meetings with the client as well as providing readily available ongoing technical assistance. The quarterly business meetings are used to go everything from ticket stats, summary of ongoing cost savings, and current trends in the marketplace.

• **SHORT TERM RECOMMENDATIONS
SAVINGS \$42,000 ANNUALLY**

• **20% REDUCTION OF MONTHLY
PHONE COSTS**

