

# Business efficiency.

## Maximized results.

### BUSINESS CLIENT

Telecommunications company

### CHALLENGE

The company had several business issues. Its internal resources that provided provisioning support were performing below industry analog in terms of productivity, expense versus revenue (E/R), and the ability to meet peaks and valleys associated with work loads (75 percent of annual volume in 4 months). In addition, its internal budgets were shrinking by 25 percent each in the midst of a very volatile sales, service, and economic environment.

### SOLUTION

The client recognized that its provisioning associates' major client relationships and expertise were critical to its success. PMTelco worked to develop a plan for optimizing business processes that reduced the cost of provisioning associates by approximately 25 percent while maintaining the current level of resources and client satisfaction. Costs were initially reduced by \$40 million annually—more than \$120 million dollars have been saved since the adoption of this plan.

### RESULT

The E/R was significantly improved and now meets industry analog. Managing fluctuation in business volumes has become much easier, allowing faster revenue realization while providing a higher level of client support. The end user satisfaction as measured by the client meets or exceeds benchmarks established before the adoption of the plan.

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