



Company Wide Telecommunications Study

Business Situation

Carrols Corporation, one of the worlds largest fast food restaurant companies, was spending nearly 2 million dollars annually in the areas of voice and data communications for it's three operating divisions. The need existed to identify cost reduction opportunities in these areas.

Action

The HPA Group was selected to participate in a review effort, specifically to bolster the project teams strength in the area of voice services while adding value to the review and understanding of data communications.

All existing voice and data communications for over 525 restaurant locations and 3 corporate locations were reviewed and documented including contractual agreements. Gathered data was organized to facilitate cost analysis and management reviews.

A go-forward strategy was formulated calling for the selection of a new telecommunications provider. HPA participated in vendor reviews, final selection and assisted in the negotiation of a corporate wide long distance contract.

Results

Quick hit cost saving opportunities were identified/implemented for the 'as-is' services resulting in immediate savings of \$50k in one-time or recurring fees.

Reduced rates and received vendor bonus/credit monies provide savings on long distance alone of \$550k (45%) over the term of a two-year contract with the new communications provider. Additional benefit, Carrols is now partnered with the 'right' provider to work on future strategic objectives that require implementation of cost effective technologies.

Working with HPA

Beth Hughes, Senior Vice President at the HPA Group, was the primary resource assigned to work with Carrols Corporation on this effort. Beth was able to bring to the table all the skills required to review the 'as-is' services, facilitate reviews with Carrols management to ensure their understanding of the current situation, industry trends and pricing options, etc. Beth contributed an open minded, non-biased opinion and was instrumental in formulating the 'to-be' solution that was the best fit for Carrols.

Overall, Carrols Corporation was very pleased with the services Beth and the HPA Group provided.

Thomas Mills
Manager, Information Technology
Carrols Corporation