

HPA Group Helps Our Customers Succeed



Fortune 500 Company Billing and Facilities Audit

Business Situation

A fortune 500 company with manufacturing operations in Rochester, NY was paying for telecommunications services they were not using and overpaying on services that were part of a contract.

Action

A billing and facility audit was performed. All customer service records were obtained and investigated for typos, billing errors, overpayments, etc. Invoices were also analyzed for billing discrepancies. HPA successfully negotiated credits with telecom vendor. All Centrex and ISDN lines were monitored for usage, tracked to location and eliminated if not necessary. Voice mails not in use were eliminated. Work at home lines for employees no longer active or no longer deemed necessary were removed. Special Service circuits no longer utilized were eliminated.

Results

HPA's auditing methods resulted in annualized savings of over \$3 million dollars for this company based on both credits received and services eliminated. This outcome provided a 20% decrease to their overall local Rochester area telecommunications costs. In addition, their customer service records at the local telecom company have now been purified.