

## A Telecom Consulting Case Study – Westchester ARC



**“It has been most comforting and reassuring to know that we have objective, responsive and highly technical expertise to call on for assistance in navigating through the complexities of ever evolving data and telecom innovations. CCA continues to be a valued business partner.”**

### The Background

A major new construction project and the need to upgrade communications throughout the organization lead Westchester Arc to seek proposals for a new telephone system. Their objectives also included the need to improve connectivity between all of their other locations and to replace systems that were dated and no longer serving the needs of the Arc.

### The Challenges

While there were many facets to the systems review process, the primary goal was to purchase a system that was affordable and that met the Arc’s current and future needs. To evaluate the combination of phones, features, software packages, maintenance, and compatibility of the systems between locations was a daunting task. It was made more difficult by the fact that each vendor’s proposal was engineered

and priced very differently so it was very difficult to make a fair comparison among them. Each vendor had its own unique set of requirements and included networking options which further complicated the evaluation process. Furthermore, Westchester Arc did not have the in-house telecom expertise to evaluate alternate systems and vendor proposals.

### The Solution

Westchester Arc sought an independent consulting firm that could help it evaluate its choices. They called on Cost Control Associates to assist them in the decision. Westchester Arc was already familiar with the talents of Cost Control Associates, having used them multiple times to review telecom and energy bills under Cost Control Associates’ Cost Recovery and Reduction™ program.

Cost Control Associates then began its analysis that included:

- Preparing a complete detailed breakdown of each element of the proposed systems
- Comparing Westchester Arc’s requirements with each PBX system’s feature/function design and capability
- Meeting with each individual vendor to analyze system designs, options and costs
- Requesting new system designs and pricing from vendors to establish an “apples-to-apples” comparison

- Ensuring follow-up and timely reporting from vendors to verify the completion of the changes
- Delivering a comprehensive final report with evaluation of PBX systems and recommendations for the best value solution for Westchester Arc

### The Outcome

By utilizing its team of seasoned analysts, CCA helped Westchester Arc by providing a comprehensive evaluation of three different vendors who proposed very different VOIP PBX solutions proposals. CCA helped de-mystify and simplify the process of making a final decision on which telephone system was right for Westchester Arc’s needs.

The consulting services provided to Westchester Arc by Cost Control Associates saved the Arc time, but more importantly saved in excess of \$30,000 per year in total network and system costs. These cost savings were able to be applied to the purchase of the new phone systems. Moreover, Westchester Arc will now have a better and more cost effective telecom infrastructure that will provide reliable service and meet the Arc’s needs for years to come.

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