



## CASE STUDY

## GLOBAL INSURANCE FIRM



PREMIER  
SERVICE  
PROVIDER

*Alliant Technologies is a Premier Service Provider for Red Forge Continuous Infrastructure Service™ (CIS™). This case study demonstrates the business, technical and operational benefits that Red Forge CIS™ delivers to global enterprises.*

### KEY BENEFITS

- › 15-20% decrease in monthly voice services spend
- › Easy to understand and consistent bill
- › Reduced administrative work, resulting in more time to focus on strategic projects
- › Enhanced networking capabilities

### The Customer Background

This global insurance and reinsurance company focuses on specialty products within the overall property casualty insurance market. The company is a major insurance broker with annual sales in excess of \$1 billion. It operates seventeen domestic and five European offices. It has also developed specialty insurance lines such as commercial primary and excess liability as well as specialty niches in professional liability.

### The Challenge

Prior to this engagement with Alliant, the Customer's voice telephone service was an assortment of POTs and PRI from different carriers. Each month, separate invoices needed to be reviewed, checked for accuracy, submitted to accounting, and paid. Thus, the bills lacked consistency and the amounts owed each month varied greatly. Additionally, the Customer was not fully utilizing the capabilities of their IP phone system, as their calls were not going out over a unified WAN.

### The Solution

Alliant designed, deployed and managed a Continuous Infrastructure Service™ (CIS™) based IP Flex SIP solution, resulting in direct cost saving. The Customer's monthly spend on voice services dropped 15-20%. The resulting service addressed the Customer need for an easy to understand and consistent telephone bill. The design enabled the customer to increase efficiencies by fully exploiting their existing IP phone system. Additionally, there were the "soft" savings, including less administrative busy work for the IT and Business departments and more efficient tools for everyone in the organization. An estimated four to six man-days per month were saved because of the simplified billing and single source solution. Additionally, employees throughout the organization benefited from the advanced capabilities now available as a result of the integrated WAN and IP PBX services.