



Case Study: Ranfac Corporation DSCI Telecom Audit

Goals

- Consolidate multiple invoices into a single invoice
- Identify and dispute incorrect charges
- Evaluate and improve billing process
- Save time and money

Objectives Met

- Negotiated refunds on behalf of the company
- Obtained a total credit of over \$14,000
- Saved the company an estimated \$5000 a year on MRCs
- Provided a single contact point for support and troubleshooting

Business Faces Out of Control Billing and Poor Service

It was January of 2003 when Ranfac Corporation realized that the promises made by its telecommunications carrier (Carrier A) were not being fulfilled. With service problems and multiple bills piling up, Ranfac decided it was time to make a change.

Based in Avon, MA, Ranfac is a leading manufacturer of precision instruments for specialized medical and surgical applications. The company's dedication to outstanding customer care and quality has made it a leader in its industry. It has applied an innovative approach to problem solving, and was now demanding the same from its telecommunications service provider.

The Challenge

After experiencing service problems with Carrier A, Ranfac turned to a new carrier (Carrier B) in November of 2002. Carrier B introduced a new product that integrated voice and Internet service, claiming it would save Ranfac money. The cutover began in late December and Ranfac was promised a single bill from Carrier B for all of their services.

It was in January 2003 that Ranfac realized

it had gotten a raw deal. The company was receiving separate voice and Internet bills from Carrier B that totaled over \$13,000, in addition to bills from its Carrier A that totaled over \$1000. Ranfac was now paying more money for its telecommunications services than ever before.

Brad Horton, the Vice President of Operations at Ranfac, contacted Carrier B about the numerous bills it was receiving. "Billing questions came up with the carrier that I asked them to address. They claimed it was an internal phone problem that we would need to handle on our own. As a consumer you tend to trust what they are telling you because you have no reason not to." Carrier B provided no support and Ranfac was left to resolve the issue on its own. The company faxed bills to its old carrier, Carrier A, only to have them determine that Ranfac did not deserve any credits.

The DSCI Solution

DSCI began working with Ranfac in June 2004 after being referred to the company by an agent. "When [our agent] told me DSCI could evaluate our billing, and ensure that we received only a single bill for all our services, I was sold and gave them the go-ahead," said Mr. Horton.

The DSCI Account Executive handling the Ranfac account conducted a thorough analysis of Ranfac's billing and determined that the company was being double-billed by Carrier A and Carrier B.

"With so many companies out there, it's hard to know who to trust. With DSCI, it wasn't a problem because with one phone call they took care of everything."

The AE dedicated his time to scrutinizing every bill and called both carriers to negotiate refunds for incorrect billing. In order to get credit from Carrier B, DSCI had to fax all of Ranfac's old bills, including those from Carrier A.

In the end, DSCI was able to reach a settlement and obtain a credit of over \$1500 from Carrier A and a credit of almost \$13,160 from Carrier B. DSCI installed an

Internet pipe and consolidated all of Ranfac's billing onto a single, easy-to-read bill. DSCI also saved Ranfac an estimated \$5000 a year on monthly recurring charges.

"The biggest problem was figuring out who was at fault and who to deal with," said Mr. Horton. "With so many companies out there, it's hard to know who to trust. With DSCI, it wasn't a problem because with one phone call they took care of everything."

DSCI Audit Process

DSCI's telecom audit process ensures that your company is using only the services it requires without any unnecessary costs. DSCI evaluates your needs and current network and provides a comprehensive, customized proposal that addresses your organization's goals.

The years of experience behind each of our Account Executives gives them an edge when dealing with other carriers. We know what it takes to identify errors and make recommendations for your network setup.

Many companies are paying too much for telecom services because they do not recognize the inconsistencies in their bills. A telecom audit will determine if you are getting the services you paid for and whether or not you actually require those services.

Incorrect charges can go unchecked for months, potentially costing your business thousands of dollars. With DSCI as your service provider, any issues you have with other carriers will be resolved on your behalf reducing your telecom billing expenses and improving your bottom line.

With the changing landscape of the telecom industry, the addition of new products and services, and the growing size of your telecom bill, it can be difficult for a business to do a manual audit of its telecom expenses. The expert advice of DSCI Account Executives can help your business make the best decisions for its telecommunications services.

For more information about DSCI Telecom Audit, call 866-438-3724 to speak to an Account Executive.