

TELECOM CASE STUDY

Telecom Forensic Cost Recovery and Sourcing

CLIENT BACKGROUND

This client operates a nation-wide legal practice with offices in most major U.S. cities. They obtain services from several different telecom and data center providers. PSM Partners performs telecom expense audit for a national law firm with over 1,100 employees, resulting in massive cost saving and recovery of over \$350K in historical billing errors.

CHALLENGE

Without a fulltime resource dedicated to policing the billing integrity of their vendors, they assumed their payments matched what they had signed up for contractually. They did not have the resources or time to consider making any material changes to their provider portfolio but knew they needed a closer look at their spending.

The PSM team leveraged over 20 years of native telecom experience and immediately saw that there were several issues with the invoices the client had received.

SOLUTION

The PSM team leveraged over 20 years of native telecom experience combined with a immediately saw that there were several issues with the invoices the client had received. We began our forensic analysis of their historic billing. In doing so, we were able to recover tremendous savings without making any changes to there current agreements or infrastructure.

KEY TAKEAWAYS:



After completing this process, we identified over **\$400,000** in cost recovery in the form of cash and credits.



“PSM Partners deep understanding of the underlying technology that interacts with both our telecom and datacenter infrastructure, gave us the confidence to finally get a handle of on this huge ongoing expense.”

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