



### Call Center Consolidation

The first large task was the consolidation of the four call centers into one. "It was total insanity; every piece, every variable was moving simultaneously," said Xenos. Two hundred people were moving locations and being trained on a new telephone system that was being installed even as training occurred. Everything from coordinating employee skill sets to routing phone numbers to choosing and installing new SIP technology and state-of-the-art equipment was happening at once.

"Tellenium became like an extension of our department. They acted more like an inside employee. They were right by our side advocating for us and providing all the business intelligence we needed to get this done," said Xenos.

### Expense Reduction

Myones was also charged with reducing telecom expenses. Initially, Tellenium identified and eliminated circuits and PRIs that were unnecessary or had never even been used. "Tellenium has saved us millions of dollars in duplicated circuits that would have taken us a long time to get to," Myones said.

While still consolidating the call center, AdvantageCare moved into using Tellenium's software management system, TIMS. The platform gives real time visibility of circuits inventory and activity across the organization. ACP has access to the TIMS dashboard so they too can see, at any given time, what inventory is in play, what the usage is and what the costs are. "Without that software I think I would still be looking at paper bills and pulling my hair out," said Xenos.

Tellenium processes all communications-related invoices and provides recommendation to ACP. "They do a lot of legwork to keep things from falling through the cracks. And they give us advice on best practice and steer us down the right path," Xenos said.

### The Results

With Tellenium's expertise, leadership and support, AdvantageCare Physicians was able to consolidate and completely re-engineer their call centers within just three months. They have built a new platform on which all of their infrastructure will operate and they have saved millions of dollars by eliminating unnecessary telecom expenses and better management of necessary expenses.

"They've cut our costs and eliminated circuits that we would never see or get around to cutting. Tellenium has saved us millions of dollars," said Myones.

The project included:

- 34 primary care and specialist centers with more than 200 agents
- 34 IT Enterprise-wide systems
- 34 telecom expenses

This merger brought together more than 400 primary care and specialist physicians and 2300 staff members in 34 locations

