

CORPORATE CASE STUDY

Government Consulting Agency

“One Source Networks has played a huge part in Government Consulting Agency’s success story. We greatly value our relationship with the company, and are constantly seeking ways to further enhance our communications structure with the amazing voice and data solutions and services it offers.”

Telecom Manager for Government Consulting Agency

THE OPPORTUNITY

Government Consulting Agency (GCA) is a privately held consulting firm serving various statewide and regional programs. The company offers a vast range of management consulting and technology solutions to assist public sector clients in achieving performance goals and better serving populations in need. GCA is committed to enhancing its knowledge of industry best practices, as well as maximizing partnerships and investments to deliver leading consulting approaches and technologies to the marketplace. In doing so, GCA focuses intently on reducing costs and increasing efficiency, which is why it was important for the company to review its own vendors – starting with its telecommunications providers. With multiple service providers supporting its communications needs, complicated billing and convoluted escalation processes across multiple network operators continued to frustrate the company. Through its analysis of its services, GCA realized that it could achieve greater cost and operational efficiencies if it could find one service provider that could meet the company’s communication needs. GCA sought to identify a company that could provide reliable voice and data services while offering the scalability and flexibility it needed, at a manageable cost.

THE SOLUTION

Before GCA began its search for a voice communications provider, they outlined clear goals to identify the company’s communication needs. Internally, the company assessed their

technology requirements, which included faxing, web conferencing, audio services, mobile phone integration, as well as local and long distance calling services. The Telecom Manager for GCA spearheaded the search. He initiated a bid to compare and contrast a few select providers, hoping to narrow it down to a company that would best meet GCA’s needs and expectations in terms of reliability, scalability, affordability, and outstanding customer service.

One Source Networks (OSN), a facilities-based carrier agnostic communications solutions provider, ultimately won the bid due to its innovative, cost-effective, single-source solution.



GCA selected three services offered by OSN. One Source delivered a high bandwidth, scalable long distance and toll free solution, which included delivery of a hub and spoke DS3 architecture into GCA’s headquarters in Watertown, MA. The

network hub allowed OSN to deliver outbound long distance services as well as inbound toll-free services with the ability to scale bandwidth as both the business and number of users increase. Today, the service helps GCA achieve significant cost savings as it expands and contracts dynamically in step with their business. Furthermore, with its extensive vendor portfolio, OSN equipped each of GCA's remote offices with local PRI lines to provide dial tone plus national and international long distance services, enabling GCA's remote offices throughout the country to make calls effortlessly and cost-effectively. Though multiple carriers were used for the solution, One Source was able to meet GCA's requirements by consolidating the contract, project management, billing, and network operations procedures utilizing the One Source integrated support structure.

"Working closely with OSN has allowed Government Consulting Agency to discover and implement new cost saving strategies."

Telecom Manager for Government Consulting Agency

The third service, OSN's Virtual Fax, is a solution designed to automate both inbound and outbound faxing while improving reliability and scalability across a network of multiple fax machines. Perfectly addressing GCA's need for a reliable and robust faxing system, Virtual Fax provides easy to use, scalable solutions that offer secure, online fax transmission options such as email and HTTPS. It also integrates and supports workflow and application integration options, enables multiple faxes to be received at one time and saves the company time and money by eliminating the maintenance and servicing contracts of unnecessary fax machines.

Finally, OSN delivered an upgraded 100 Mbps Ethernet private line service between GCA's

headquarters and its corporate data center in Massachusetts. By utilizing Ethernet Private Line (EPL), OSN provided more bandwidth at a lower cost than GCA's previous solution and offered room for growth.

"Because OSN aggregates all of its services, they help our company tremendously, both financially and operationally," praises the Telecom Manager. "Financially speaking, GCA only has to pay one bill, once a month, using one check. Internally speaking, their bundled, all-in-one services make GCA much more efficient. These attributes could not have been obtained with any other vendors researched."

THE RESULTS

One Source Networks provides GCA with custom voice, fax, and data solutions that far exceed other providers in terms of reliability, scalability, and the appeal of having all voice and data services packaged into one, at the best possible price.

GCA is especially impressed with the OSN team's devotion, industry knowledge and technical skills. "OSN worked day and night to ensure that we were properly connected," commented the Telecom Manager. "They are one of the best providers I have ever worked with for installation and provisioning. Match this with their excellent services, and we can safely say OSN is one of the most top notch operators in the telecom industry."

GCA also reports increased flexibility by using OSN's services. For example, with OSN Virtual Fax, GCA now has the ability to change the number of lines per domain or create new domains quickly, whereas before, their fax board only allowed for a limited number of trunk groups and channels.

"From our perspective, One Source Networks is a huge part of GCA's success story. We greatly value our relationship with them, and are constantly seeking ways to further enhance our communications structure with the amazing voice, fax, and data services that they offer," stated the Telecom Manager.

Because of how pleased they have been with OSN and the value that the company has gained, GCA is now looking into OSN's SIP Trunking solutions. Together, the two companies are committed to working as partners to create a custom pilot

program that will allow GCA to trial the service, understand the benefits it will bring, and implement a communications solution throughout the GCA enterprise.

ABOUT ONE SOURCE NETWORKS

One Source Networks provides managed voice and data solutions to Fortune 1000 businesses, delivering ubiquitous access to cloud-based voice, video, security, and computing applications that power a mobile, global workforce. The company combines its own fully redundant global network infrastructure with over 150 best of breed global suppliers to offer customizable, cost-effective, and scalable communications solutions. Ranked as the #1 telecommunications provider by the 2011 Inc. 500 annual list of America's Fastest-Growing Private Companies, OSN delivers all of its solutions to its clients under one contract, with one account and service team, on one invoice.

For One Source Networks media inquiries, please contact Jaymie Scotto & Associates at +1.866.695.3629 or pr@jaymiescotto.com.