

MPLS CONSULTING AND SOURCING

STRATACORE SAVES MCN \$750,000

The challenge

Medical Consultants Network (MCN), headquartered in Seattle, WA, is a nationwide industry leader in providing medical management services and solutions to the workers' compensation, auto/liability, group health and disability markets. They operate 16 offices and call centers throughout the US, including Washington, Oregon, New York, Illinois, Florida, and Texas.

MCN's client portal allows for a secure on-line interface for their users to upload records and download completed reports. Security is very important due to HIPAA and PCI compliance policies and regulations to keep data secure and protected. Their existing technology solution included an MPLS network to connect all 16 locations, as well as a premise-based phone system for their voice needs.

One of their pain points with the voice system was the poor call flow design that caused quality problems with both internal and external customers. They also utilized data center space in Eastern Washington solely to provide a secondary PBX for disaster recovery efforts, which added to the monthly cost of their current solution.

To manage their network internally, MCN employs a lean approach to IT with a strategic team located in their Seattle office. They were paying thousands of dollars a month to a 3rd party phone system vendor to help manage their distributed phone system. The 3rd party vendor was charging MCN lofty annual fees for limited support, and with a handful of people internally to manage the entire network, MCN decided it was time to get out of the phone system management game and switch to a provider managed system.

The MCN team engaged with StrataCore to help determine the optimal solution for their MPLS and VoIP needs. They also wanted to understand the service provider landscape and ensure their costs for a new solution were going to be competitive with current market rates and in-line with corporate objectives. The key objectives for MCN were to:

- Significantly reduce current IT spend
- Eliminate need for a redundant phone system architecture, which lived in an out of region data center at high monthly cost to the business
- Determine the best solution for evolving needs - could one provider support their need for a secure and reliable MPLS network and quality VoIP solution
- Eliminate the need for internal day to day management of their MPLS and voice systems

ROI fast facts

MPLS sourcing project

- 16 site MPLS network + VoIP
- \$750K reduction in voice and data costs over the term of the contract
- Eliminated need for redundant phone system architecture
- Flexible contract terms and reliable network solution provided

Benefits of engaging Stratacore

- We eliminate the time you have to spend finding provider fiber routes to on-net buildings and data centers
- We represent over 400 service providers throughout multiple product verticals
- We deliver cost and time savings through thorough pricing and contract negotiation on your behalf
- We work with the senior executives and key decision makers at the providers to ensure efficient and effective contract negotiation on your behalf

The solution

StrataCore understood MCN needed a secure, scalable, reliable and easy to administer MPLS network in addition to cloud-based voice services. An immediate opportunity for material cost-savings was identified due to StrataCore's in-depth knowledge of the service provider marketplace. "StrataCore took the time to fully understand our requirements and objectives before going to market. They worked as our advocate throughout the entire process and found a solution that can grow with our business as well as save us money", commented Andrew Turner, Director of IT at MCN.

MCN was also paying a 3rd party vendor for on-going support services for a solution that wasn't functioning properly. The poor performance of the existing voice network's call flow architecture was to be "remedied" by the 3rd party vendor with a \$12K professional services engagement. Moving to a cloud-based voice provider would eliminate events like these by making call flow engineering changes a support call rather than professional services engagement. Additionally, the often expensive transition from premise-based PBX to hosted VoIP was mitigated by the winning provider's free (in some cases) and otherwise low-cost telephony handset and installation offer.

Throughout the discovery and vetting process, StrataCore determined that by consolidating MCN's voice and data networks into a single, converged private port MPLS solution they could save them approximately \$17K on their monthly voice and network spend. The solution brought their monthly IT spend down to market rates as well as allowing them to cut out the expense for a 3rd party vendor to help manage their poorly performing network. StrataCore worked closely with the MCN team to ensure the final solution was able to meet their performance, growth, security, and cost objectives.

The result

StrataCore successfully consolidated MCN's voice and data vendor base into one national provider capable of supporting the company's current and future business needs.

By taking the lead on the price and contract negotiations, StrataCore was able to obtain a very competitively priced solution saving the client more than \$750K over the term of the contract. "StrataCore made the process of finding a better, more cost-effective solution for our MPLS and voice network very easy. They expertly guided us through every step of the process", said Andrew Turner.

StrataCore also negotiated a staggered site by site roll-out schedule and large account credit (upfront) with the new provider to avoid a period of 3 months where MCN would be paying the high cost old provider and new provider's rates.

Our services include

- Historical and current pricing trends
- High availability data center selection checklist
- Carrier on-net building lists, service availability and fiber maps
- Tour scheduling
- Metered power rate negotiation
- Direct introductions to data center senior executives
- Manual reverse auction process to secure the best pricing
- Vendor selection matrix
- First redline review of service contracts
- Edits to service provider SLAs
- Ongoing support with issues, disputes and/or SLA credits

About Stratacore

Managing your company's IT infrastructure isn't easy. It takes time keeping up with the latest technology and finding the best prices—especially as you change, grow, or add new locations. It's time you don't have.

StrataCore is here to help. We provide digital network and commercial data center consulting and brokerage services to enterprises that need to secure services across the globe. Our strategic relationships with all major service providers offer us insight into the latest technology trends and opportunities to ensure that your company receives the best services at the best price.

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