

## Desktop/Voice Telephony Cost Reduction

*How Anilix reduced telephony costs for a mid-size software company by over 70% while transitioning to more resilient technology.*

Our client had approximately 500 desktop phone lines with a legacy phone company. Over three phases, Anilix reduced costs by 72% while facilitating a gradual transition to Zoom Phone, which integrated tightly with our client's pre-existing Zoom Conferencing.

### PROCESS

This project included three phases:

#### Phase I: Two Months

Anilix presented options to move to newer technology, but the client did not have appropriate resources at the time. Thus, we renegotiated the client's current contract and pursued other cost-reduction opportunities

- **Recurring fee reduction.**  
Optimization of voice/user packages, elimination of "extra" charges, and rate reduction: **47% reduction**
- **Waived the buyout fees on the devices.**  
Total Annual Cost Reduction: 0% reduction but significantly reduced future costs to switch providers

#### Phase II: 1 month (Initiated 24 months later) Device/Seat Optimization

- **Unneeded User Licenses.** With changing usage patterns in the pandemic era, we identified and disconnected 22% of all lines: **18% reduction**

#### Phase III: Two Months

When the client had resources to support a change in carriers, we re-looked at alternate options.

- **Zoom Voice selected.** Client was a heavy Zoom conferencing user, making Zoom Voice the most effective option: **7% reduction**
- **Implementation and Transition.** Given that the client's contract had an additional year, we negotiated a concurrent free period with Zoom Voice, allowing the client to deploy Zoom Voice and user-specific equipment over 12 months



### PHASE I RESULTS

# 47%

Contract Renegotiation, User Package Optimization, and "Extra" Charge Elimination

### PHASE II RESULTS

# 18%

Unneeded User Licenses

### PHASE III RESULTS

# 7%

Savings from Transitioning to Zoom

# Desktop/Voice Telephony Cost Reduction: Legacy Voice Provider to Zoom

## RESULTS

### PHASE I

**47%**

overall cost reduction

### PHASE II

**18%**

overall cost reduction

### PHASE III

**7%**

overall cost reduction

**Overall costs were reduced by 72% from the levels achieved prior to Anilix review.**

