

Complimentary Network Assessment & Telecom Expense



A recent complimentary Silver Tree network assessment of a client's network architecture led to a reduction in carrier spend and general telecom expenses. That savings paid for a new UCaaS solution.

Silver Tree's experts connect people, process, software and systems to optimize your IT operations. Our assessment of your technology eco-system and the solution developed as a result, considers growth and the ever-changing needs of your employees and customer demands, to stay ahead of the competition.

If you aren't sure it is time for an assessment, consider answering the following questions.

- Are you struggling to keep up with the technology needs of the business? Do you have a strategic technology plan that aligns with the strategic business plan?
- Are you certain that your network performance is optimal? Do you have issues with voice quality, dropped calls, bandwidth or network outages?
- Have you optimized your network costs, are your network carriers providing the lowest cost, highest performance and best network design for your needs? Do you understand every charge on your monthly network bill? Have unnecessary charges been added without your approval? Are you spending money on expensive legacy trunks?
- Does your cloud strategy include voice? Do you have a disaster recovery plan to ensure your current telephone system never goes down?
- Is your business phone system more than 3 years old? Do you have different systems in other locations?
- What is your current voice platform? Is it end of life? What are your maintenance costs? Who is your service provider?
- Do you have a contact center and what level of functionality do you have as it pertains to serving your customers? Do you have multi-media capabilities with chat, ACD, IVR, detailed reports to measure your performance, is it integrated with your current voice system?
- Would you prefer to include all UC/CC and network spend in an operating expense?
- When was the last time you did a thorough assessment of your network?

Or, ask about **our complimentary, high-value network assessment** to provide insights to these questions. Costs would only be incurred if you require or request a network study with multiple devices deployed to troubleshoot existing network issues (down time, voice quality, calls dropped).

Silver Tree's IT Consultants:

- Provide a path to the cloud for voice
- Optimize your network spend
- Provide one cost-savings monthly bill that includes circuits, long distance, conferencing, software, hardware, contact center, ACD, IVR, video, mobility, and managed service with a complete disaster recovery plan and a network assessment to ensure your network is optimized and secure.
- Deliver Unified Communications to put your desktop (presence, messaging, chat, directory, one number reach etc) on your cell phone, allowing you to work seamlessly from your desk, car, home office or anywhere.

Deliverables: Although it may vary depending on the timing and scope of your assessment, the typical deliverables include:

- **Baseline Analysis:** Gathering of and analyzing information to ensure network performance and cost is optimal to meet current and future needs
- **Observations and Recommendations:** Cost opportunities and impact
- **Roadmap and Action Plans:** Grouping and prioritization of the recommendations to implement the opportunities identified