

"CTG saved me about 34% a month on my voice and data expenditures!"

Lisa Wright, Practice Administrator, Family Practice Associates



**CORPORATE
TECHNOLOGIES
GROUP**



CTG Drastically Reduced A Premier Family Practice's Voice And Data Technology Expenditure By Nearly 34%

Family Practice Associates (www.fpaohio.com) was founded in Massillon, Ohio in 1979 with the mission of "providing the best possible care and promoting wellness within the family in a supportive, enthusiastic environment." With over 100 years of combined experience in providing quality medical care to individuals, the staff and physicians are dedicated professionals who are committed to the health and well being of their patients. Over the years, Family Practice Associates (FPA) relied on direct provider reps to recommend voice and data solutions and pricing. This resulted in high costs and inconsistent support. In 2009, FPA invited Corporate Technologies Group (CTG) to review their voice and data costs and make recommendations for a more reliable and cost-effective solution.

After a thorough service audit and profile of their account was completed, CTG identified multiple opportunities where expenditures could be immediately reduced and credits received. "I couldn't believe the amount of inaccurate charges on our invoices," said Lisa Wright, Practice Administrator at FPA. Next, CTG suggested a more effective and efficient connectivity solution that would further reduce their monthly expenditures. Wright mentioned, "I was provided with a side-by-side cost comparison showing several providers' quotes on their services. This made it very easy to compare providers."

Once the recommended solution was agreed upon, all phases of the project were managed by CTG including coordination between FPA, their phone system vendor, and the chosen provider. Wright commented, "Switching providers was seamless and smooth...I was kept informed throughout the entire process."

"By following the recommendations, our monthly voice and data expenditures were reduced by nearly 34% and the service is stable," mentioned Wright. "Your team is very responsive to my needs; the client support group is very friendly and helpful when I call."

Today, CTG acts an outsourced help desk for FPA when assistance is needed with trouble ticket input/ resolution, contract updates, and vendor/ invoice management. "My account manager reminds me when my contract is coming due and makes sure I get the best rates. I look forward to continually working with the whole CTG team," Wright said.

Key Business Issues

- Looking to reduce costs on voice and data technology expenditures.
- Needed someone to provide ongoing account management including help desk support of voice and data technologies.

Results

- CTG helped FPA save nearly 34% on their voice and data expenditure.
- CTG managed the migration of FPA's voice and data services to the recommended solution.
- CTG provides ongoing account management and support.

The CTG Advantage

Unbeatable Experience

CTG has been in business for over 12 years, having well over 100 years of collective experience.

Diversified Portfolio

We offer a complete portfolio of products and services including both WAN and LAN solutions and Application/System Solutions.

Superior Client Support Group

We believe that people are the strength of our organization. We are a work place that attracts and retains top talent within our market.



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