

Case Study: NYC Non-Profit Transforms Digital Network for Improved Reliability & Efficiency

Advantage® **reduces connectivity spend by 50% across 85+ sites** providing critical programming to **over 45,000 New Yorkers** in need.



"Thanks to Advantage, our teams have more time to focus on priority projects that bring impactful outcomes to the families we support.

Not only were we able to offload tedious connectivity tasks to recapture internal resources, but we also gained confidence in knowing everything is being managed with optimal efficiency."

— Victor Perez, IT Director of Infrastructure at SCO Family of Services



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CHALLENGES

SCO Family of Services (SCO) was facing numerous complications as a result of their fragmented and unreliable network. Internal teams were frequently diverted from vital daily operations to troubleshoot and resolve various connectivity issues in addition to spending significant hours facilitating a laborious paper invoicing process.

SERVICES

Advantage® fully redesigned SCO's technology infrastructure beginning with new vendors sourced from our database of **800+ partner providers** to establish a high availability network supported by backup circuits for total redundancy and resiliency. Our implementation cut costs by 50% in addition to **recovering \$114k from carrier disputes** and automating SCO's invoicing process via our Command CenterSM platform.



Networking



Expense
Management



Command
CenterSM

OUTCOMES

1

Reliable Networking

Advantage® successfully resolved SCO's disparate ISP issues to eliminate network downtime and better support the organization's 85+ different locations.

2

Improved Processing & Cost Savings

The SCO team recaptured numerous working hours by leveraging Advantage® to establish automated payments and **reduce telecom spend by 50%** in 2023.

3

Enhanced Account Clarity

Command CenterSM now provides SCO the opportunity to monitor and manage their entire scope of connectivity services from a single source.