SCO
Family of Services

CASE STUDY

Large non-profit struggled with network reliability and ongoing administration before undergoing a dramatic digital transformation across 90 sites.

The Challenge

Based in New York, SCO Family of Services needed to modernize their infrastructure to effectively service more than 84 programs and 60,000 customers per year. They had frequent issues with network reliability due to local ISP issues. Their disparate network of providers and technologies resulted in having to send field techs out frequently to troubleshoot issues that were not core to SCO's services. And, the paper based invoicing process from local ISPs caused headaches for the AP team in allocating expenses, obtaining approvals, and completing on-time payments.

The Solution

Advantage initiated a design project to re-imagine the SCO network and source technology that was best for their business. Key design elements included a high availability network using backup circuits for complete redundancy, as well as centralizing the management of the environment within Command Center, Advantage's platform for Telecom Expense Management ("TEM"). The result was a fully visible, reliable, and resilient network that automated key invoicing processes and removed resource constraints across departments to focus on key initiatives.

OUTCOMES

⊘ **COST VISIBILITY**
Provided program staff that operate on limited budgets with key spend metrics for management

⊘ **TRANSFORMATION**
Migrated from legacy, low-reliability ISPs to newer providers with better technology solutions

⊘ **ELIMINATED LATE FEES**
Automation of the invoice receipt, validation, and allocation process reduced burden on the AP team

⊘ **NETWORK RELIABILITY**
A fully redundant network was established to nearly eliminate network downtime

⊘ **CENTRALIZED SUPPORT**
Technicians leverage Command Center when reaching out to ISPs to triage issues