

# TELECOMMUNICATION TROUBLE IN LIFE SCIENCES



**YEAR:**  
2019

**INDUSTRY:**  
Life Sciences

**EMPLOYEES:**  
11-50

## About iuvo Technologies

iuvo Technologies is a Boston-based IT consulting company and managed services partner providing elegant, white-glove IT services and solutions to help businesses scale, increase efficiency and solve other business problems. Our core belief is technology should elevate your business results. Managed Services, IT Consulting, IT Strategy, Virtual CIO, DevOPS, Business Continuity, Cybersecurity and more are part of our offerings to make our clients successful.

## Issue

Overall the client's entire IT infrastructure was archaic and needed to be modernized to enhance their business. They were using an incredibly antiquated email system set up before iuvo Technologies was brought in to run their IT systems. The issues arising from their current email system were significantly impacting their business and causing us, as their Managed Services Partner, to spend too much support time fixing the email system or performing menial tasks within the email system, like setting up out of office messages.

The system was sorely underperforming and significantly insufficient to meet their everyday business needs. Employees also only had a 2BG mailbox and if full, emails would be bounced out causing a significant communications and sales issues. In addition, their main way of receiving orders was by fax. However, significant issues were happening with the fax system causing an unknown amount of orders to be lost each day.

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## Solution Overview

Previously resistant, we helped the client recognize the value of moving their business forward and modernizing their infrastructure to the cloud and Microsoft 365. To accomplish the move, we needed to upgrade their internet connection to a fiber optic circuit, capable of the higher speeds needed for cloud-based collaboration. As part of our normal practice, we first analyzed the service the client was already paying for. Upon doing so, iuvo Technologies uncovered a four-year history of questionable telecom related charges. After a few months of investigating, which resulted in the filing of an FCC complaint, we were able to remove the excessive charges and seek reimbursements for false charges.

After dealing with the fraud we had uncovered from our client's previous telecom provider/ISP, we began negotiating with new ISPs. We relentlessly vetted vendors and on-boarded a cheaper, more modern fiber optic connection that was seven-times faster than their previous connection.

This process laid the groundwork for continuing improvements and modernization to the client's core business workflow. While the driving force behind this project was to modernize the client's telecommunication and collaboration tools, as well as their email system, iuvo Technologies performed a lot of other work in order to utilize all of the additional capabilities that came with moving to the cloud and Microsoft 365, such as managing all devices under Intune and updating collaboration features such as Microsoft Teams and shared email boxes. Without this work there would have been wasted capabilities and money. By doing this work we were also able to streamline the number of vendors they had and the processes they used.

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**\$300  
MONTHLY  
SAVINGS:  
PROVIDER  
COSTS**

**\$5,000  
IN CREDITS  
FOR PAST  
CHARGES**

**7X  
FASTER  
NETWORK  
PERFORMANCE  
SPEEDS**

**NO MISSED  
ORDERS OR  
REVENUE.  
INCREASED  
MOBILITY**

## Impact

This series of new solutions saved our client money and revolutionized their entire business. We were able to find cost savings of \$300/month as well as nearly \$5,000 in credits, for which the client was thrilled. In addition to that, we also provided the client with network performance speeds seven-times faster than their previous capabilities, making their business more efficient and saving time. Because the client relies heavily on faxed orders, their new eFax solution ensured orders were no longer missed or lost which increased revenue.

More than that, the new solutions and modernized infrastructure completely changed how the entire company functioned and made it easier to work and run the business. These solutions were a huge step forward in providing mobility and removing their physical office and old solutions out of the equation as a lynch pin. The mobilization of the workforce and the new solutions created under our management allowed for easier collaboration and communication, functional email that didn't tether them to their desks, modern device management, updated and efficient processes, worry-free sales orders, reliable business continuity, guaranteed uptime and resiliency.

In a matter of months, the client got faster speeds, for a cheaper cost and revolutionized and streamlined how they did business. Their access to the cloud mobilized their business and increased productivity and efficiencies across the board.