

## COMPANY CASE STUDY

Integrated Solution Services's  
Transformation of Ocusoft's  
Communication Infrastructure



### CLIENT OVERVIEW:

Ocusoft, a prominent manufacturer of contact lens solution, faced significant challenges with their phone system and internet services due to fragmentation. With approximately 200 users, Ocusoft sought a solution to streamline their communication infrastructure and enhance overall efficiency.

### CLIENT CHALLENGE:

Ocusoft's communication systems were characterized by fragmentation, leading to operational inefficiencies and an increased burden on their IT team. The lack of standardization across providers was a key issue that needed immediate attention.

### INTEGRATED SOLUTION SERVICES'S INVOLVEMENT:

Integrated Solution Services engaged in a series of collaborative meetings with Ocusoft to comprehensively assess the situation. Through thorough analysis, Integrated Solution Services identified the need for standardization across communication providers to address the fragmentation issues. Subsequently, Integrated Solution Services proposed a tailored telephony solution and a dedicated Internet service to meet Ocusoft's specific requirements.

### BUSINESS IMPACT:

- **Productivity Enhancement:** Ocusoft experienced a boost in staff productivity, as the new telephony solution and dedicated Internet service streamlined communication processes.
- **Cost Savings:** The implementation of Integrated Solution Services's solution resulted in substantial cost savings for Ocusoft. Prior to the transition, Ocusoft was spending approximately \$10,500 per month. With Integrated Solution Services's services, this cost was reduced to \$7,500 per month, translating to a monthly saving of \$3,000. Over the next five years, Ocusoft is projected to save \$180,000.
- **Enhanced Support:** Integrated Solution Services's solution not only addressed Ocusoft's immediate challenges but also enhanced the intimacy of their support. The introduction of a 24/7, 365 hotline and ticketing system provided Ocusoft with continuous and reliable support.
- **Client Acquisition Process:** Integrated Solution Services initiated contact with Ocusoft through a cold call via its call centers. This initial outreach resulted in the establishment of an appointment with one of Integrated Solution Services's sales leaders, paving the way for further discussions and eventual collaboration.

### AT A GLANCE

#### Challenges

- Fragmentation in their communication infrastructure
- Ocusoft's previous system to Integrated Solution Services's solution required careful planning and execution

#### Benefits

- Integrated Solution Services's 24/7, 365 hotline and ticketing system enhanced the intimacy of support
- Monthly cost reduction of \$3,000 for Ocusoft, leading to projected savings of \$180,000 over the next five years.