

# OPEN

TECHNOLOGY SOLUTIONS



**\$2.7M**  
in Hard  
Dollar  
Savings



**Time spent managing telecom reduced by 80%, allowing IT resources to focus on strategic initiatives.**



**Saved \$302K in one-time adjustments and \$325K in annualized savings.**

## The Situation

Open Technology Solutions (OTS) is a Credit Union Service Organization supporting three large enterprise credit unions across the United States, along with a 900-agent shared service center.

With more than 150 locations, 14 communications providers, and over 1,000 telecom assets, OTS was managing a highly complex environment supporting approximately \$25B in combined assets and \$6.9M in annual telecom spend.

Despite this scale, there was no dedicated internal resource managing telecom across contracts, vendors, inventory, and billing. IT leadership was spending significant time maintaining inventory, auditing invoices, and coordinating providers instead of focusing on higher value initiatives.

At the same time, OTS was preparing digital transformation efforts, including modernizing voice infrastructure and contact center capabilities, without a structured approach to align current operations to future goals.

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## Challenges

- ✓ Lack of centralized ownership across telecom inventory, contracts, & vendors.
- ✓ Rising costs driven by fragmented provider management and limited benchmarking.
- ✓ Significant IT time spent on manual telecom management and vendor coordination.
- ✓ Limited visibility across more than 150 locations.
- ✓ Need to modernize voice infrastructure and contact center platforms.

## Solution

zLinq implemented Telecom Lifecycle Management to bring structure, visibility, and execution across the environment.

The engagement began with a comprehensive audit across Voice and Data Connectivity, Unified Communications, and Contact Center services, creating a single system of record across inventory, contracts, providers, and spend.

From there, zLinq executed optimization initiatives, including decommissioning unused services, correcting billing issues, and renegotiating contracts using market benchmarking data specific to credit unions.

zLinq also supported strategic technology decisions, guiding OTS through Voice modernization, Contact Center selection, and WAN design.

Ongoing, zLinq operates as a vendor neutral extension of the IT team, managing providers, contracts, and day to day telecom operations through Telecom Lifecycle Management.

*“zLinq has saved me five full time resources on provisioning and project management alone. There is complete confidence in having them manage our communications environment end to end.”*

**Matt Dobeck**  
Director of Infrastructure.



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## Results

OTS transformed telecom from a fragmented operational burden into a structured, governed environment.

The organization achieved more than \$2.7M in total hard savings, including \$302K in one-time adjustments and \$325K in annualized savings.

Operationally, time spent managing telecom was reduced by 80%, allowing IT resources to focus on strategic initiatives.

Visibility improved through a centralized inventory, enabling more accurate budgeting, stronger contract alignment, and better financial control.

At the same time, OTS successfully advanced its technology strategy, implementing more modern and scalable voice and contact center solutions.



## zLinq Advantage

OTS reflects a common enterprise challenge. Telecom environments grow over time without a structured way to manage them.

In this case, the issue was not technology. It was a lack of visibility and control. Through Telecom Lifecycle Management, zLinq provided full visibility across inventory, contracts, and spend, along with the execution support to actively manage and optimize the environment.

The result was not only cost savings, but a shift to a more controlled, scalable operating model.