

# case study



## XO® Saves Georgia Taxpayers over \$21K per Month

### Georgia General Assembly

*In 2005, the Georgia General Assembly began upgrading the Assembly's technology infrastructure and auditing its telecommunications costs. As a result, legislators discovered they were paying for hundreds of legacy voice and data lines they no longer used, prompting an immediate search to replace their ten-year-old Centrex system.*

#### The Challenge

**Find a cost-effective and reliable replacement for a statewide Centrex system, and deploy in time for the legislative session**

As Director of Information Technology for the Georgia General Assembly, Scott Henry leads a large technical team and help desk, providing technical support for PCs, servers, websites, and phone service for the House, Senate, and joint legislative offices. Henry says that the busiest time of year for his team is just before the legislature convenes, particularly in election years, when there are lots of moves, adds, and changes.

A few weeks before the 2006 legislative session, Henry still hadn't heard from the service provider scheduled to install their dial tone and long distance system; the provider failed to return calls. The clock was ticking. The opening session was only two weeks away! So Henry turned to XO Communications to pick up the ball and provide the voice services the Georgia General Assembly desperately needed.

#### The Solution

**XO Voice over Internet Protocol (VoIP) services and phone equipment from Avaya to provide local and long distance service for 650 users**

Working under extreme time pressure, Henry's XO representative was able to assess their needs, specify a voice solution, and prepare a contract in less than one day! Installation also happened in record time: "XO's response was immediate and impressive," said Henry. "They installed more than 700 lines in just 17 days." And, because the Georgia General Assembly had recently upgraded its technology infrastructure, a VoIP solution made perfect economic sense.

The XO solution for the Georgia General Assembly includes:

- Eight Primary Rate Interfaces (PRIs)
- 750 Direct Inward Dials (DIDs)

#### highlights

##### Customer Challenge

- Quickly replace a ten-year-old Centrex voice system
- Reduce costs associated with long distance and local service

##### XO® Solution

- XO VoIP with Avaya equipment
- Eight PRIs, 750 DIDs, and a rich calling feature set
- Immediate response from XO reps and support staff



- 40,000 long distance minutes per month
- A rich calling feature set beyond the previous Centrex system

"Another great feature of the XO system," said Henry, "is that the Avaya equipment enables us to perform moves, adds, and changes internally. That's a really big deal in election years when we get extremely busy and there's no time to wait for vendors to make service calls."

## The Results

### Significant Cost Savings

The numbers tell the story. "We were spending over \$300,000 per year on local and long distance. Now we spend about \$180,000 a year," said Henry. In addition, the Georgia General Assembly previously paid \$235,000 over a 36-month period for moves, adds, and changes. Now they perform that work internally, at about one-tenth the cost.

"I'd estimate we're saving taxpayers over \$21,000 per month over our old system," said Henry.

### Rapid Installation

The installation of the entire system took only 17 days. That included eight PRIs and 750 DIDs across two locations. "Our XO rep and the support staff have been extremely responsive and effective during an intensely compressed deployment," said Henry. "We've never seen a vendor move that fast; it was impressive."

### Future Plans

Henry said that the Georgia General Assembly's new system has been operating since December 2006. His team is currently working with XO to come up with a fax solution and to fine-tune the overall system to account for variations between extremely busy and slower times.

"I'd estimate we're saving taxpayers over \$21,000 per month over our old system."

#### SCOTT HENRY

Director of Information  
Technology  
Georgia General Assembly

### About XO Communications

XO Communications is a leading provider of telecommunications services exclusively to businesses. XO services include local and long distance voice, dedicated Internet access, private networking, data transport, and Web hosting services as well as bundled voice and Internet solutions. XO is a proven leader in IP services, including the award-winning Voice over Internet Protocol (VoIP) services bundle, XOptions® Flex. For carriers and service providers, XO offers a full suite of wholesale services. XO provides these services over an advanced, national facilities-based IP network and serves more than 70 metropolitan markets across the United States.

For more information, visit [www.xo.com](http://www.xo.com) or call 1.866.963.9696.