# Case Study:

## eclipse
Communication
Technology.
Strategy. Action.

**+**

## CHRISTIAN BROTHERS
### SERVICES

## About Eclipse

Eclipse is a technology consulting firm that specializes in communication networks. Eclipse provides network strategy, vendor selection, contract negotiation, implementation and ongoing management (MACD, Help Desk) for voice, data and mobile networks.

## About CBS

Christian Brothers Services (CBS) mission is to serve the Catholic Church community and other faith-based organizations by responding to their managerial needs. Christian Brothers Services exemplifies the international Lasallian mission by understanding the needs of their members, protecting the human and financial resources of institutions and guiding member organizations in finding practical solutions to business needs.

## CBS Challenges

- Internet Reliability
- Company-wide voice communications
- On-premise and aging PBX environment
- Technology spending

## Initiatives and Solutions

**Network Diversity**- The CBS internet network had a single carrier environment with a 4.5 Mb Internet circuit that was a single point of failure. Eclipse increased the connection to 50 Mb, added a second, diverse 10 Mb internet connection and implemented Fat-Pipe technology to create an active-active dual carrier network.

**Voice Communications**- The CBS voice network had 3 ISDN PRIs and 69 call paths. Eclipse assessed the CBS voice environment including the contact center and added SIP circuits and additional PRIs to increase capacity and provide redundant carrier failover capabilities.

**Mobile Communication**- As a part of the Technology Lifecycle Management Service, Eclipse provides CBS with ongoing technology assessment and cost optimization. Eclipse recently completed a review of the CBS mobility spend and although CBS was utilizing preferred pricing from the Western States Alliance, Eclipse found an additional 25% savings while staying with the current vendors.

**Migration to the Cloud**- Migrating CBS to UCaaS and Contact Center as a Service (CCaaS) in lieu of upgrading the current Avaya PBX eliminates the need for additional PBX hardware and upgrades of their existing equipment at a significant cost. Benefits include adding both domestic and global geographic redundancy, native API integrations between the platforms so data can seamlessly flow between them to ensure the best experience for both IT and Christian Brothers users. UCaaS and CCaaS adds increased reporting, functionality and the ability for remote workers to be easily managed. Additionally, the cloud based environment allows CBS to consistently take advantage of the latest evolution of product sets from industry leading providers allowing the IT staff to focus on the business needs for all users and departments.

## Financial Results

### 1,333%
**Diversifying nework with Bandwidth Increase**

### 25%
**Total mobile Percentage Savings**

### $835,455
**Total savings for migrating to the cloud**

**Network Diversity**
CBS saw a cost decrease of $4,636, which is a 44.5% percentage savings. ROI also decreased to 5.87 months, all while call paths were being increased by 33%. Over the contract term, CBS saved $166,543.

**Mobility Savings**
With an average monthly mobility savings of $681, CBS saw $16,340 in savings over contract term.

**Cloud Migration**
After cloud migration was complete, monthly savings averaged $27,935. This brought CBS to a total of $303, 455 in savings over the contract term. They were also able to avoid $532,000 in additional Avaya Capex costs.

*This transformation, when complete, will result in a savings an cost avoidance of $1,018,388 over the life of our relationship*