



Walking The Talk

Delivering Benefits To Partners In Business

Overview

Based in Nashville, Tennessee, **Partners In Business, Inc. (PIB)** markets and distributes office products under the brand name, **MyOfficeProducts.com**.

MyOfficeProducts.com is a single, dependable source for quality office supplies and related products and services. **MyOfficeProducts.com** offers nationwide fulfillment with next day delivery in most regions of the country. With 23 offices across the country, national distribution resources, and integrated technologies, **MyOfficeProducts.com** is able to serve the local needs of most markets.

Alliance Communications Management (Alliance) is the industry leader in outsourced telecommunications management services. Alliance offers a suite of management services that includes network design, carrier selection and management, issue resolution, bill auditing and consolidation, and consulting services for both voice and data services. Alliance's clients are mid-sized, multi-location businesses who lack the internal resources to manage telecommunications in the current environment.

**ALLIANCE
COMMUNICATIONS
MANAGEMENT**

Birmingham, AL—888.353.7708

Mobile, AL—888.277.4490

Nashville, TN—800.890.6267

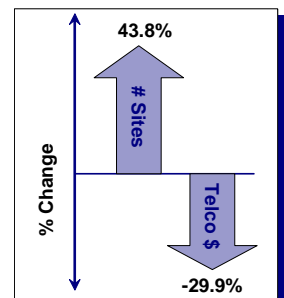
www.alliancemanaged.com



With 16 offices and aggressive growth plans, Partners In Business (PIB) was in a position to either build telecommunications infrastructure or outsource the work. After working with Alliance Communications Management (Alliance) to analyze the merits of outsourcing, Alliance & PIB jointly developed a plan to implement an optimized network and management structure.

Under the direction of Steve Thompson, chief information officer at PIB, a structure was developed that would facilitate continued growth while enhancing network scalability and reliability, control cost, and centralize coordination without adding additional staff. Based on the approved design, Alliance forecast a 20-30% decrease in PIB's telecommunications/network costs, while significantly improving service levels and scalability.

Since that time, Alliance has supported PIB for all voice and data services. Alliance manages the implementation of all services, the invoice review and payment process, and all internal service issues/changes. Through Alliance's integrated services and dedicated client team, the administrative burden of management has been minimized while ensuring the benefits are realized and service quality remains high.



Within 6 months of executing the plan, PIB's monthly costs decreased by 40.5%. With the addition of 7 new offices, costs are still 29.9% less than original levels. "Initially, I was skeptical of Alliance's ability to deliver on the benefits identified," says Thompson. "Now, I can not imagine doing this without Alliance on our team."