



CASE STUDY: Analog “POTS” Line Migration
Shopping Mall Real Estate Investment Trust



“We experience daily challenges owning and operating over 50 domestic Class A Malls. We recently did a project with Small Axe for thousands of outdated POTS lines across the US. They all needed replaced due to decommissions and price hikes. After multiple technical and strategy conversations, we were presented a next generation POTS Transformation solution that offered a seamless migration plan, protected critical life and safety lines, while saving money and providing consolidation of support and invoicing.”

Andrew P.
 AVP IT

Challenges → **Solution** → **Outcomes**

- Frequent outages and limited support from carrier service providers
- Operating over 50+ domestic locations, experienced site-by-site variances in carrier service providers to support analog lines
- Notified by incumbent carriers that cost per line would increase 4x, Inventory discrepancies, manual process to audit and verify all bills
- Complete site-by-site audit of cost, and rationalization of existing inventory
- Consolidated invoices with automated billing fees for all converted lines
- Site-by-site cost modeling analysis
- Baseline of forecasted savings for all converted lines across all domestic locations
- Cost neutral white glove project management to support customers limited internal resources
- Track usage and expenses to reduce overall cost and wasteful spending
- Site-by-site **savings** ranging from **\$10k to \$175k monthly**
- **\$672k Monthly Operating Cost Savings, \$8M+ Annual Savings (58 sites)**
- Mid-term rate stabilization and bill flip for all existing analog services
- Clean, comprehensive billing and network inventory reporting
- No disruption of services