



## CASE STUDY

### OVERVIEW

### CHALLENGE

## RAM helps Scott Harris Hospitality save billing resources, money and time

Since its founding in 1992, Scott Harris Hospitality has grown from a single Italian restaurant to a group of five concepts across 25 locations and several states. All their locations serve contemporary and traditional foods ranging from Italian to Greek cuisine. For years the management team at Scott Harris Hospitality has partnered with RAM to provide its stores the best telecommunications services and support. Part of that responsibility has grown as accounts payable increasingly relies on RAM to manage its telecom-related billing. In short, RAM has become the telecom expense management vendor for the organization.

So what does this responsibility entail? Some one has to mind the store. There are several areas where our team helps SHH better manage its phone and internet accounts. Since we also play a lead role in installation and technical support, our team knows the purpose of each service at every location. Our deep knowledge of services and telecom equipment enable us to be the 'go-to' resource for invoice auditing, inventory and contract management. Often, our help desk receives requests to verify accounts from AT&T, Comcast, Verizon and other providers. RAM does more than provide a billing assessment. Our involvement runs much deeper. Our team calls in billing tickets, credit requests for questionable charges and service outages. Every ticket is documented and made available to the SHH staff for their auditing purposes. Often, our documentation is relied on for audit research. This saves our client considerable time and resources.

## SOLUTIONS

Moves, adds and changes are often difficult to fulfill - especially when an organization doesn't have the time and vendor relationships to manage contract and billing-change requests. At various times, a restaurant may be updated or changed to fit the organization's needs. RAM helps the Scott Harris Organization by personally negotiating contract updates and service changes as needed for an individual store or group of stores. Because we have developed relationships with the telecom providers, we bring leverage to save the organization time and money.

### Overall benefits:

- **35% savings on updated service plans vs. old contract agreements**
- **RAM saves the accounting department hours every month in billing-related issues**
- **RAM saves management hours every month managing service changes and updates**
- **billing credits and adjustments for erroneous carrier charges**

## RAM's Telecom Expense Management Process



## RESULTS



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““We are very pleased with our decision to work with RAM Communications on all of our telecom and carrier services. They have exceeded our expectations as it relates to sales, service and support and we appreciate RAM's expertise in helping us manage telecom on a daily basis at all of our retail locations. We are very fortunate to have Rob and his team working and advocating on our behalf!”

Scott Harris Hospitality Restaurant Group