



Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name:

Consolidated Technology Services

Improvement project title:

SCAN to Switched Long Distance Migration Project

Date improvement project initiated:

01/01/2011 – Migration of SCAN to Switched Long Distance began in January of 2011. The last month of SCAN charges was June of 2014 which is the month SCAN was unplugged.

Summary:

A team of seven employees at Consolidated Technology Services (CTS) worked to convert the state's 30-year-old long distance system, known as SCAN, to an easier-to-use and more economical service called Switch Long Distance.

The reduced rates are expected to save state, local, and tribal agencies using the system a total of \$2.3 million annually compared to the base year of fiscal year 2012.

Details:

Description of the problem: SCAN long distance was more expensive than Switched long distance. In addition, SCAN calls take longer to make since they require an employee to type in their SCAN authorization code.

Description of the improvement: The state saved money by switching from SCAN long distance to Switched long distance.

A CTS team recognized that moving to contracted switched long-distance service would save our customers money and make long distance calling easier.

The team worked with a long-distance service provider to test and implement new functionality within the vendor's network along with developing security and administrative controls necessary to manage the service.

They also implemented and tested new leading edge routing and networking technology within state government's telephone system that provided an expanded free calling area. This work expanded the free calling area allowing state employees who use CTS telephone services to make most in-state long-distance calls without incurring long-distance charges.

The service has been implemented in a way that allowed both the new and old systems to operate concurrently to avoid any business impact as individual sites were tested and transitioned to the new service. The conversion to Switch Long Distance was completed in June 2014.



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Specific results achieved:

- On average, costs for all customers are reduced by about \$0.015 per minute.
- The reduced rates are expected to save state, local, and tribal agencies using the system a total of \$2.3 million annually compared to the base year of fiscal year 2012.
- Long-distance dialing is quicker for employees, since most calls no longer require the caller to type in an authorization code.

How we involved customers or stakeholders in this effort:

The seven primary staff members responsible for this project worked with a diverse customer base of 75,000 users across 359 customer agencies, including state, tribal, city, county, school districts, and non-profit entities.

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