Case Study

Telecommunication & Technology

Lanshore LLC.

May 2018

Customer

GTL works with correctional institutions providing several services. The largest service provided is inmate telephone services by which all other technology has spring boarded from.

The following are a listing of GTL's major services:

- ITS – Inmate Telephone Services

- Visitation management solutions

- Jail management systems

- Financial services

- Intelligence and investigation solutions

- Inmate tablets

- Inmate education solutions

GTL is headquartered in Reston, Virginia. They serve approximately 2,300 facilities and 1.8 million inmates in 50 states, the District of Columbia and Puerto Rico. The products and services are deployed in 32 state DOC contracts (including 8 of the largest 10) and over 650 counties, including many of the largest city/county run jail facilities. They also provide service to the Federal Bureau of Prisons. Estimated revenue according to hoovers is $155 million. They have 1,035 employees and have been in business since 1988.

Problem

The customer had several issues they were running into that caused the need for a system. They had a human, as a single point of failure. This person often was out of country and the process took over a month to consolidate all the details.

There was a substantial frequency of errors, and little to no reporting. Further problems discovered were a lack of ability to tie a sale to delivered good or service. Nobody knew what they were getting credit for, and the billing system had no way of linking that information back.

The existing state system was MS Excel. It lacked the audit and reporting features that the group was interested in rolling out the sales organization.

Solution

Given all these issues the customer landed on implementing Callidus Commissions to satisfy these problems.

Lanshore was hired to implement the software commission solution and subsequently to provide additional BPO services.

Using a waterfall implementation approach was recommended due to the customers size and lack of experience rolling out SaaS platform projects.

Training and change management to be provided to customer so that the person who supported the existing state system could take over along with others to provide backfill when necessary.

Outcome

As we engaged the customer it became increasingly recognized that there was a gap in IT capability, along with general connection of data to make the project successful. The initial recommendation was to utilize workflow to connect sales to billing, allowing sales people to claim specific items as theirs. This was to be done utilizing SharePoint, but was shelved as new management came in.

The initial plans were configured and implemented with expected data sets, but as we got closer to releasing the system over to the customer it became apparent that they would not have the ability to maintain and support the system. The data needed was not being configured by the customers IT group and in the end, they decided to fully outsource this operation to us.

In outsourcing the solution to us, Lanshore has now run GTL commissions for 2 years. We have implemented the commission system and utilized data upload mechanisms to get data into the system as they don't have the volume of transactions needed to automate this. Reports for the customer have been delivered monthly.

By utilizing the system in place, we have been able to provide recommendations to GTL on success of plans, along with future planning, quota and rate determination.