

# Catalyst Group Introduction

Simplified IT. Delivered

# Why Catalyst Group

We're defined by one thing, our customers' success!

30

Years  
Experience

97%

Customer  
Satisfaction

100+

Technology  
Partners



Simplified IT. Delivered

## Catalyst Group exists to enable our customers' success by:

Putting Our Employees First

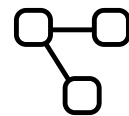
Being Passionate About Customer Experience

Helping Companies Prosper

We think differently,

Using a structured process to understand our clients' vision, purpose and strategy, and align it with technology.

Our seven practices are:



Connectivity



Cloud



Cybersecurity



UCaaS



Mobility Management



Audits



Professional Services

# What We Do

We help companies of all sizes simplify and streamline the management of their technology services.

## Challenge

Today's IT leaders face a number of challenges when it comes to the carrier landscape, from navigating a sea of merges and consolidations, to staying on top service delivery deadlines, unforeseen outages, and confusing bills to leveraging the right technology at the right cost.

## Solution

We design, deploy, and manage telecom and cloud services, eliminating the headaches that drain time and resources. We help businesses transform, continuously optimize, and make smarter decisions.



# Solve Customer Challenges

Today's IT leaders face numerous challenges.



Confusing bills



Security of data



Frequent account team changes



Moving to the cloud



Do more with less



Level of support



Agility and innovation



Service delivery dates



Application performance



Resiliency and business continuity



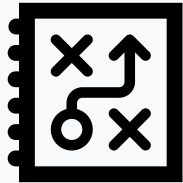
Remote workforce



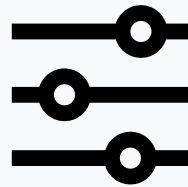
Mobile device management

# How We Help

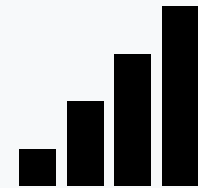
Leverage our innovative technologies, unparalleled support, and expertise.



**Trusted  
advisors**



**Vendor  
agnostic**



**Free up  
budget dollars**

# A Company That Cares

We believe the best customer experience comes from a company that is solely focused on support and client success.

Project management

Inventory management

Billing support

Support tickets

Regular check-ins

Renewals dates

Technology insights

Professional services



# Project Management

Relationships, on time, and uptime all matter.

## Initiation

- Lead project responsibility
- Review scope of work and submit order to Carrier
- Order acceptance
- Assemble project team
- Define project strategy

## Planning

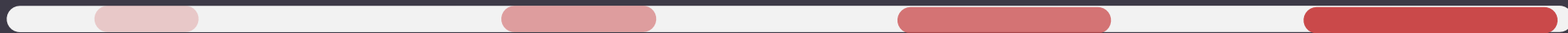
- Kickoff call
- Project tracker
- Roles and responsibilities
- Time and risks

## Execution

- Regular meetings
- Agenda and meeting minutes
- Vendor coordination
- Test plans
- Activation support

## Closure

- Punch list
- Project acceptance
- Network inventory
- Account team and support ticket escalation process
- Review first bill



# The Catalyst Group Advantage

	Vendor Agnostic	Implementation Support	Ease to Work With	Account Team Stability	Single Point of Contact	One Platform
Catalyst Group	●	●	●	●	●	●
Carrier Direct Reps	○	◐	◐	◐	○	○
Big Telcos AT&T, Verizon, Lumen	○	◐	○	○	◐	○
Solution Integrators and Managed Service Providers	◐	◐	◐	◐	◐	○

# Our Approach

Thoughtful advice, hassle free support and continuous optimization.

**01**

## Dream Big

We start with your vision. What do you want to achieve? How can we accelerate your company's growth?



**02**

## Dig Deep

We create a baseline inventory of your current services and then research multiple design options to achieve your vision.



**03**

## Make It Happen

We have the skills and methodologies to handle complex projects from kickoff to completion.



**04**

## Continuous Support

Act as your advocate before, during and after the installation, and we're there as your needs evolve..



# Telecom Billing Made Simple

Finance, IT, and procurement professionals know the pain of telecom billing.

- Meticulous audit of telecom bills and contracts to identify discrepancies and reduce costs.
- Seamlessly coordinate quoting, contracts, procurement, inventory management, billing, service ticketing, and reporting for all locations, services, and suppliers in one easy to use platform.



Streamline multiple carrier bills into one invoice



Clear detailed inventory of all voice, data and mobility



Make informed decisions that drive growth



# Cavender Auto Family

Catalyst Group Helps Cavender Auto Family Revolutionize Telecom Billing Processes



## Pain Points

Lack of clarity and control over telecom billing.



## Solution

Seamless visibility of contracts, ordering, inventory, procurement, trouble tickets and billing for all carrier services in one place.



## Business Outcome

Streamlined multiple carrier invoices into one while empowering improved decision making while reducing costs by 20%.

# HopeHealth

Optimized mobility costs and improved mobility management with no changes to existing carriers, devices or contracts.



## Pain Points

Challenges managing over 1,000 wireless devices for their care team across the healthcare system.



## Solution

Centralized portal for managing all wireless services, offering full visibility into mobile inventory, giving staff time back in their day to focus on patient care.



## Business Outcome

Reduced monthly wireless expenditures by \$7,130 equating to \$85,560 annually, helping to fund other IT initiatives.

# Partners

AT&T Business

Comcast Business

Cox

Crown Castle

Frontier

Lumen

Masergy

MetTel

NHC

Ring Central

Spectrum

Thrive

TierPoint

Verizon

Vonage

Zoom

\* Select sample of providers



# Enough about us. Request a free consultation.

Learn more at [thectg.net](https://thectg.net)