



# Prelude Solutions

Optimizing Communication Platforms

## Success Spotlight: Financial Banking Industry

### Overview

Meridian Bank, originally founded in 2004, embraces an entrepreneurial mindset and innovative approach, which has led to a better customer experience and tremendous growth for the bank. Meridian is expanding across Pennsylvania, New Jersey, Delaware, and Maryland, hiring the best and the brightest, and improving their products and services to better serve their customers. Prelude was introduced to the CIO of Meridian Bank through a CIO round table discussion as well as an Advisor to Prelude.

### Challenge

Meridian had not performed a telecom services audit for several years. Their goal was to have a better understanding of all their current contractual obligations, services, and current rates as well as a road map analysis of their services. Meridian has 24 locations and 4 different vendors along with an additional 100+ mortgage offices that they had recently acquired.

### Solution

With a weekly meeting, we were able to achieve immediate savings by initializing a migration to a different rate platform with their current provider. We consolidated 87 individual accounts into a single online portal for management and invoicing. We upgraded bandwidth at 15 locations, downgraded unused TV plans, disconnected ring no answer lines, ported POTS lines from multiple carriers for consolidation and savings, and added their toll-free numbers to the existing hosted platform. Prelude provided negotiated renewals on several accounts to solidify partnership and savings.



Financial Banking Industry



“ Meridian partnered with Prelude to perform a telecom audit and they quickly discovered annual savings for our organization along with the consolidation of services and invoices. The team was detailed with earning credits and consolidating services and invoices. ”

- Randy McGarry, EVP & CIO of Meridian Bank

