

The Journey to Your Ideal Telecom Solutions

When it comes to communication technologies, Firefly is your experienced, knowledgeable partner. We work with the top suppliers in the industry, and we help IT departments like yours simplify their technology lives. Here's the journey you take as a Firefly customer:



The Firefly Customer Journey

Firefly is committed to trust and simplicity. Going through our telecom consulting process is straightforward and painless.

- 1

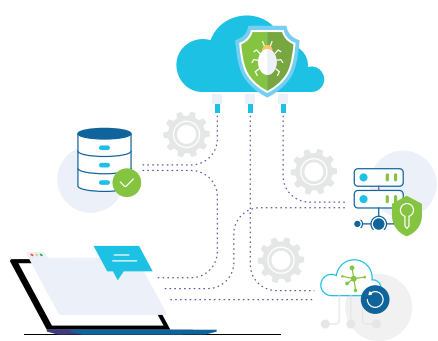
We get to know you, our customer. Firefly has a customer-first mindset, and we emphasize active listening as the right first step.
- 2

We spend time asking plenty of questions to make sure we truly understand your business goals.
- 3

We work together to form a plan around your goals.
- 4

We use the information we gather from you to select the best solutions and suppliers for the job, making sure you see the highest efficiency and greatest cost-savings possible.

Why We're Different



Just the Right Size

Unlike other technology consultants, Firefly isn't too big or too busy to listen. We take the time to learn and understand every customer's needs, so we can provide the best-fit solutions at the right price.



We Listen

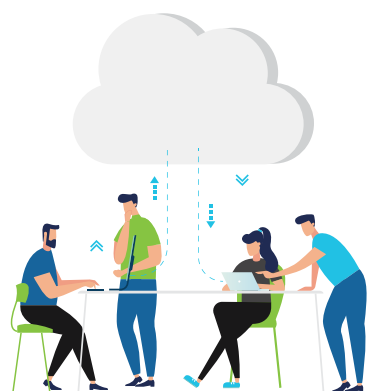
We don't get to work or start recommending any solution until we fully digest what our customers have to tell us. By understanding what is and isn't working, we can create customized technology plans to help you fulfill your growth goals.

Telecom Deployment **by the Numbers**

Most companies overspend by
30%
or more on existing telecom investments.¹

Telecom operators with solid digitalization deployments have achieved between a
20% and 25%
cost advantage over their peers.²

Solid IT deployments lead to
10%
higher profit margins.³



The **Bottom Line**

Firefly is transparent and forthcoming in our process with all of our customers. Consider us a trusted guide. We can help you understand what your organization needs in a telecom solution, and then we'll help you get there, too. Contact us today to start your journey to the right technologies.

Sources:

1. <https://npifinancial.com/blog/6-hidden-telecom-costs-exhausting-your-it-budget/>
 2. <https://www.consultancy.eu/news/4379/digital-leaders-in-telecom-enjoy-a-substantial-cost-advantage>
 3. <https://www.consultancy.eu/news/4379/digital-leaders-in-telecom-enjoy-a-substantial-cost-advantage>