



2016 Conference - Consultant Attendee List

Paul Anker

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Paul Anker offers over thirty years of telecommunications expertise. His responsibilities have included assisting clients in evaluating their communications needs, develop long-term communications strategies and procure various telecommunications services and systems. Mr. Anker managed the Telecommunications Consulting practice at a regional accounting & consulting firm where he prepared and evaluated bid specifications for voice and data solutions at school systems, cities, a county, colleges and private industry. He coordinated installations of various multi-site clients, including telecommunications system contract negotiation, network evaluation and implementation. Most recently he has specialized in the local government sector, assisting municipalities and counties with billing audits of telecommunications bills that have resulted in significant one-time and annual savings. In addition, he has significant experience with Contact Center and Enterprise VoIP solutions.

Jon Arnold

J Arnold & Associates
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Jon Arnold is Principal of J Arnold & Associates, an independent telecom analyst and strategy consultancy based in Toronto, Ontario. The consultancy's primary focus is providing thought leadership and go-to-market counsel regarding IP communications and disruptive technologies,

such as VoIP, mobile broadband, contact centers, telepresence/video, unified communications, collaboration, SIP trunking, cloud communications, session border controllers, and social media. He has been consulting about these technologies since 2001, and can be followed on his widely-read Analyst 2.0 Blog, along with regular commentary on Twitter and Linked in. Jon also contributes to other publishers and portals, such as UCStrategies, Ziff Davis, ADTRAN, and Internet Telephony Magazine; speaks regularly at industry events, and accepts public speaking invitations.

Dan Aylward

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Specialize in nonprofit and municipality verticals, on the Board of Directors and head of Marketing for Abilita. Certifications from Avaya/Lucent and AOTMP. Guest speaker for CCMI Voice Report for "Cellular Optimization Best Practices"

Byron Battles

The Battles Group, LLC
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TBG believes that voice and data technologies are the infrastructure on which an organization prospers or stagnates. As voice and data converge, TBG searches for real world solutions along the "convergence continuum," from traditional TDM to IP Telephony to web-enabled contact centers to unified communications (UC). These



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solutions allow our clients to achieve their overall business, not just technical, objectives. We have participated in and managed over 100 consulting engagements for clients in the commercial, government, publishing, higher education, museum, banking, and healthcare sectors as well as providing analysis and competitive evaluation services to telecommunications equipment manufacturers and distributors.

Thomas Brannen

Wassaw Consulting
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Wassaw Consulting provides telecommunications consulting services to companies of all sizes, designed to improve intra-company and external voice and data communications, optimize network infrastructure, and contain telecom expenses.

Martha Buyer

Law Offices of Martha Buyer, PLLC
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Provides guidance and counsel to clients from both the technical and legal perspectives in identifying communications needs and developing corporate communications strategies. Further directs the acquisition of telecommunications products and services (i.e. phone systems & local and long distance services) to meet both short and long term goals.

Elizabeth Corgatelli

COMgroup, Inc.
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COMgroup is an independent technology consulting firm providing client services in telecommunications systems planning and communications infrastructure design. Our services include strategic planning, needs analysis, design, RFP creation, weighted evaluations, expense management, and project management. Our clients range from small single site companies to multi-location international companies.

Eric Crawley

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Eric Crawley provides strategic planning services including solutions assessment and analysis, procurement assistance, project management and business continuity planning. Our management services include inventory and asset management, billing audit and validation, cost reduction, and help desk services. Specialties include IP convergence, customer interaction center design and business continuity considerations.



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Cyndi Crews

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Abilita telecom consultants provide full service telecom consulting solutions for clients across North America who are looking to achieve greater cost efficiencies and improved performance for all of their telecom needs and projects voice, data, and wireless/mobile. For some clients, it is about telecom cost reduction. Others appreciate the improved visibility, control, and staff efficiencies from telecom expense management solutions. We provide Cost Optimization, Performance Optimization, Telecom Expense Management (TEM), Telecom Management and Project Management.

Elizabeth English

EE and Associates, LLC
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With offices in California and the Washington DC area, EE and Associates provides information and communication technology consulting and project management services for both governmental and corporate clients. With an emphasis in emerging technologies such as VOIP, UC, and Cloud, and a solid underpinning in understanding how to integrate legacy technologies, we are uniquely positioned. We have: Extensive experience in managing complex, multi-location projects including telecommunications related construction projects; extensive experience in needs analysis, RFP development and procurement of telecommunications services, premises equipment and infrastructure as well as

post award project planning and implementation management; Experience managing day to day telecommunications operations particularly in the healthcare, military, technology and public agency fields; Highly skilled in performing detailed cost benefit analysis for voice and data communications equipment and services

Todd Givens

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Dennis Goodhart

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David Grill

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Over 30 years of experience in the voice and data telecommunications industry working both as an independent consultant for the last twenty years and previously as a manager for major corporate users of telecom products and services.



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Mark Gritton

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Account Management, Auditing, Optimization, Inventory, Invoice Management, Network Design, and Write and review RFP's. Consult on WAN and Telecommunications landline and wireless.

Laura Gross

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Currently in the role of preparing responses to RFP's for consulting services, through Technology Trends Group (TTG).

Barbara Grothe

The BAZ Group
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The BAZ Group has been providing specialized telecommunications consulting and expense management services since 1993. The firm has extensive experience in Telecom Expense Management, Telecom Audit & Network Optimization (including cellular), Telecom Inventory Management, Invoice Processing & Management, and Contract Strategy & Negotiation. Additionally, the firm has extensive experience assisting public and private sector

clients with all aspects of Telecommunications & Network Strategic Planning, Procurement, and Deployment Oversight.

Richard Hathaway

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Analysis and assessment of existing Telecommunications technical and operational environments; Design and specification of new Telecommunications networks, Call Center technologies and Operator Service centers using traditional and advanced technologies; PBX, VoIP, IVR, Predictive Dialer and Unified Voice Messaging; Procurement of new systems; RFP's, evaluation of vendor responses, and recommending successful solutions in a "vendor neutral" manner.

David Hollingsworth

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Automotive | Communications or Utilities | Construction/Real Estate | Financial, Insurance | Hotel & Lodging | Retail



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Joe Kitzinger

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K-Consult, LLC, provides Telecom Expense Management and Telecom Auditing services to businesses. Our services include, finding and disconnecting unused/unneeded lines, circuits, services and legacy network. Putting together RFPs for your companys telecom services. Assisting with vendor selection, negotiation and renewals. Providing Telecom Contract negotiation with vendors of your choice. Providing onsite, personal Telecom Audit Training of your staff. Getting clients back-credits for contractual errors or past billing mistakes. Providing monthly, quarterly or semi-annual telecom audits. Consolidation of existing vendor accounts for cost savings. Moving clients to more cost effective vendor programs (without breaking your existing contracts). Wireless or Mobility Audits. And educating our clients on current market pricing for their Telecom services

Ken Kravitz

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Assessment analysis and contract negotiation of voice / data environment & PBX applications. Strategic planning and RFP projects to leverage client assets and reduce costs, implementation and project management.

John Lambert

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Lambert & Associates provides full service Communications Technology Consulting Services covering a broad spectrum of the Telecommunications Industry. Areas of specialization include VOIP/IP Telephony, Single and Multi Location, Domestic and International Enterprise communications systems and solutions utilizing the latest technology and blended solutions utilizing IP technology as well as legacy Digital and/or Analog system elements when and where necessary. Other areas of extensive, specialized, expertise include System/Network & Data Center Needs Analysis, Specification, RFP Development, Analysis and Recommendations.

Stephen Leaden

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Leaden Associates is a telecommunications consulting firm providing the highest levels of client support. Areas of specialization include voice communications systems, networks, and PDS cable plant. Technical drawing support is also provided. We are particularly effective working congruently with executive level management of major corporations.



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Richard Longview

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Telecom611.com specializes in: voice & data network cost analysis and re-design to take advantage of changing technologies and current state of the telecom marketplace; Audit and analysis of existing voice and data services; carrier selection and Request for Proposal (RFP) projects; Telecom project management - voice and data network design and review; and Disaster Recovery analysis and planning.

Dave Mailer

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Dave has been working in the UK telecommunications industry ever since graduating from the University with a First Class degree in Electrical and Electronic Engineering. Following periods with British Rail and National Power, Dave began his consultancy career with Improcom before joining Brian Cawley and Mark Sayers to found 4C Strategies Ltd in 1998. Dave is now a highly respected advisor on all aspects of telecommunications and networking to a wide range of large enterprise organisations throughout the UK. Dave has a particular focus on unified communications and has helped many organisations to formulate strategies and develop business cases to take advantage of emerging communications technologies and services.

Ted Mallires

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Over 18 years of technical consulting experience focused in communications and networking. Verticals include Retail plus Healthcare, Government, Education (K12/Higher Ed), and Finance. Project experience includes Unified Communications, optimizing and converging networks, contact center, E911, and IT/telecom project management. BA in Marketing (Michigan State University) and PMP certified.

Susan Tranchilla Moore

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Deirdre Mullaly

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Experienced project manager for telecom systems and related circuit orders, telecom billing analysis, voice and data system assessment, requirements analysis, system design and engineering, RFP development, proposal analysis and evaluation, contract negotiation support, and implementation management.



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Denise Munro

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Ms. Munro is a telecommunications professional with more than 25 years comprehensive experience in telecom audit, network design, implementation, project management, end-user training, public network coordination, network services contract negotiation and private network development. Skilled telecommunication auditing expert; extensive knowledge of local, long distance, toll free, wireless and data network services solutions. Simplifies complex billing and contract issues for clients. Nationally known speaker and instructor in the area of telecommunications auditing. Ms. Munro also has extensive experience designing and implementing "low voltage" applications for new construction including telco coordination, data network design, security systems, wifi networks and audio visual applications. As well as extensive project management experience. Works closely with end users, building owners, architects and construction teams.

Scott Murphy

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Scott Murphy is a consultant with Data Perceptions Inc. Data Perceptions is a leader in Technology and Operations (Tech & Ops) consulting services, delivering strategic and operational enhancements through the use of technology, innovative methodologies, and a skilled talent community. Data Perceptions has adopted the general contractor model

for strategic and operational improvement projects. We create multidisciplinary teams with our customers to help them build innovative products and services. Data Perceptions helps improve operations by providing a range of complimentary experience, qualifications, skills, and culture to fill resource gaps. We work with local, national, and international organizations to help develop and build operational capabilities that improve competitiveness and provide operational excellence. Consulting Services span the innovation and operational improvement cycle including: Technology Strategy & Planning, Project Management and Implementation, Applications, IT Infrastructure and Operations and Tech and Ops Transformation.

Garrett Myers

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Strategic Planning for technology selection and implementation. We help senior management align technology with corporate objectives. We specialize in the technology - human interface. Telecom System high-level design including integration of data, fax, unified messaging, WiFi, ACD, IVR and CRM systems. VoIP conversion. Analysis, education, planning, design, vendor identification, RFP development and management, selection assistance, contract negotiation, implementation oversight, utilization optimization. WiFi network planning and sourcing. Unified Communications specialist since 1999.



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Hamid Nabavi

Optimized Communications

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Since 2003 I have helped my clients by making their telecommunication systems and services more cost effective.

The focus of my consulting and telecom management practice, however, remains on telecom cost reduction for, primarily, mid-size organizations with sizeable operational expenses for mobile phones and other devices, as well as landline voice and data networks.

Cheryl Odee Helm

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James O'Gorman

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Communications Engineering, Inc. is a boutique telecom consulting firm that specializes in providing the highest level of attention and client care in the assessment, acquisition and implementation of state of the art telecommunications systems. With years of knowledge to draw upon and a wide network of industry contacts; Communications Engineering LLC, provides clients with that extra high level technical

talent to obtain the great telecommunications solutions at the best possible price. Univ. of Notre Dame BS Mechanical Engineering; Fairleigh Dickinson Univ. Masters in Business Administration

Mark Pernice

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Greg Pittman

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Pittman & Associates are data & voice networking specialists. Recognized as technically sophisticated team leaders skilled at managing large projects across functional disciplines, we excel in many tasks, including: IT Strategic Planning, Business Solutions, Team Leadership, Budgeting, Project Management, Capital Expenditure Planning, Contract Negotiations, and Vendor Relations. With over 25 years of experience creating, implementing and supporting enterprise-wide communication networks, we have a demonstrated ability to identify and implement financial savings in complex systems.



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Patricia Pittmon

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Forty five years providing outstanding telecommunications consulting, local/LD billing reviews, recommending cost-saving solutions, negotiating services, analyze system performance, provide technical assistance, determine hardware requirements, prepare and manage RFPs for equipment and services, select appropriate service provider and equipment vendors.

Tim Proctor

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Delta Consulting is the leading Telecommunications Consulting firm in Florida. We help businesses to become more strategic, more effective, and to reduce costs. DCGs work includes: Strategic Planning, Needs Assessments, RFPs, Project Management, Contract Negotiation, Bill Auditing, Invoice Analysis, New Office openings, and technology evaluations. Expertise Includes: IP PBX Telephony, VOIP, Call Center, Cost Reduction, Local and Long Distance, Cellular or Wireless, Voice and Data Networking, MPLS, Internet, etc. Industries Include: Financial, Healthcare, Law, and International Business. Clients have included companies as large as Carnival Cruiselines, but we also assist numerous medium sized clients. Many of our clients are headquartered in MIAMI, FT LAUDERDALE, WEST PALM and PENSACOLA.

John Purnell

Inspired Data Solutions, LLC
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Voice and Data telecommunications with a specialization in the transportation area. Wide range of technology experience including PBX, VSAT, Packet switching, mobile wireless, satellite communications, and telephony. Management skills include program and project management. Shared tenant service, and technology roadmap development. Recently developed integrated operational database, case management system, maintenance management system and geospatial information systems.

Taki Remtulla

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Ben Sanford

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Full range of telecommunications consulting, including system design and acquisition, networking, long distance, and billing audits. Mr. Sanford's clients include all types of companies with specialization in governmental entities.



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Nermine Shaker

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Analyze telecommunications services wireline and wireless, billing audit and reviews, recommend cost-savings solutions, negotiate services, analyze system performance, provide technical assistance, determine hardware requirements, prepare and manage RFPs for equipment and services, select appropriate service provider and equipment vendors. Complete telecommunications management outsourcing.

J.R. Simmons

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COMgroup provides design, planning, procurement, and implementation management of voice, data, and video systems & networks , local and wide area networks, and copper and fiber optic cabling projects. Specific expertise in strategic planning, workflow/callflow analysis, Contact Centers, network readiness assessment, and Unified Communications. We also offer educational seminars and telecommunications management outsourcing. J.R. is a frequent speaker and has provided expert witness testimony for legal cases.

Patrick Skahen

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Cisco Contact Center Design/Develop/Deploy. We provide consulting services around all aspects of Cisco Contact Centers this includes business requirements, audits, custom desktop, reporting and sophisticated call routing applications, advanced configuration, self-service applications, training, etc. We have experience working with the smallest of contact centers to organizations with over 8,000 agents worldwide.

Mark Spindler

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Versatile, independent telecom consultant with a broad range of industry experience and technical expertise.

David Steen

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Expert negotiation of voice, data and wireless contracts for clients located North America, Europe and Asia.



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Melissa Swartz

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Swartz Consulting offers experience, expertise and integrity in guiding our clients to make the best telecommunications decisions for their business. We offer services in four primary areas: system acquisition and project management, contact centers, connectivity into and between sites, and expense management.

Chris Thalassinos

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Larry Treas

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The Michael Group is an independent telecommunications management firm that specializes in assisting companies understand, manage, streamline, negotiate, and audit their telecom expenditures. Our core areas of expertise are local, long distance, wide area network (data) wireless services, Telecom Expense Management (TEM), Mobile Expense Management (MEM) and in-building wireless.

Sara Uzel

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Technology Trends Group (TTG) is an information technology and telecommunications consulting firm serving both private and public sector clients. Founded in 1997, TTG provides clients with a strategic and independent assessment of their communication infrastructure as it relates to emerging technologies, their day-to-day operations, and their long-term goals and objectives. The planning and implementation of a new infrastructure in conjunction with an organization's physical move or renovation is an area of particular expertise for TTG's consultants and IT project managers, as is ongoing operational support and telecom audits.

Daniel Vargo

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A Registered Communications Distribution Designer (RCDD) with over 20 years experience in the design and project management of structured cabling installations.



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Chuck Vondra

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Communication Strategies provides strategic technology planning and budgeting. As a follow up we provide procurement guidance through a process driven RFP and evaluation phase. We also provide project management and expense and carrier management.

Stephanie White

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Arthur Yonemoto

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Our, Yonemoto & Associate (Y&A), objective is to be a leading expert in the Telecom Audit field. Rather than be a "jack of all trades", we specialize in Telecom Auditing only. We look to build relationships with other consultants who see the value in outsourcing Telecom Auditing to Y&A. We offer your clients a comprehensive, easy to understand graphic report/presentation of their telecom spend and recommendations to reduce expenses. Our Telecom Audit is a no risk, no hassle service for you and your clients.

Molly Zraik

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Assist clients in reducing monthly telecommunications costs (both wireless and land line services) through bill auditing, network optimization, contract negotiations and on-going invoice review and management. Also very effective in managing all aspects of telecommunications support including MAC orders, troubleshooting and cellular service. Additional expertise in procurement and installation of phone systems and related equipment.
