



Diakon Lutheran Social Ministries Saves Over **\$1,200,000** on Energy, Telecommunications, & Waste Expenses



The Client

Operating in Pennsylvania and Maryland, Diakon Lutheran Social Ministries offers a continuum of senior lifestyle and health services, including comprehensive senior living accommodations, health care services, and community-based programs. Diakon also offers a range of services for children, families, and communities. Working in over 40 locations and serving approximately 70,000 people annually, some 2,200 Diakon staff members bring hope, hospitality, and healing to thousands of people each day.



The Challenge

As Diakon's facilities and programs began to grow, the organization realized it did not have the staff and expertise to manage large indirect spending in energy, telecommunications, and waste. Employees were hard-pressed to find the time to audit and confirm expenses when their time could be better served helping youths, families, and older adults in the region.

Diakon first began working with Edge Insights in the early 90's. Diakon has relied on Edge Insights' expertise to reduce expenses in all three areas since then.



The Outcome

Diakon knew they could rely on Edge Insights' 28+ years of experience in expense reduction strategies. Upon reviewing all of Diakon's vendor contracts and conducting a forensic audit, Edge Insights provided recommendations that resulted in significant savings at no financial risk to Diakon.

Since 2010, Diakon has enjoyed over \$1,200,000 in savings, all while retaining complete control throughout the working process. Further, Edge Insights manages over 60 energy accounts, more than 300 telecom accounts, and over 30 vendor relationships for Diakon. Edge Insights also assists Diakon with special projects such as alternative energy and demand reduction initiatives as needed.

“ Diakon originally engaged Edge Insights (then Utilitech) in the early 90's to audit our voice circuits and make sense of our telecom invoicing. Within no time they were able to identify several significant opportunities for savings so it was not a difficult decision for us to expand to Edge Insight's other services.

Over the past 25+ years we continue to save in the areas of telecom and data circuits, electricity, natural gas and waste management. When you find a dedicated partner that aligns with your own business values (of respect, stewardship, service and quality) you stick with them. We are excited to extend our relationship with Edge

— **David Baker, Sr.**
Vice President,
Facilities and Information Technology
Diakon
www.diakon.org