

Phoebe Ministries Experiences **Significant Savings and Refunds** through Expense Reduction Strategies Provided by Edge Insights



The Client

Phoebe Ministries is a nonprofit, multi-facility organization specializing in healthcare, housing, and support services for seniors. Founded in 1903 and affiliated with the United Church of Christ, Phoebe Ministries offers a continuum of care to suit the diverse needs of older adults. With locations in seven Pennsylvania counties, and serving thousands of seniors annually, Phoebe manages four continuing care retirement communities, eight affordable housing facilities, and two pharmacies.



The Background

Like many businesses with multiple locations and countless contracts, Phoebe Ministries wanted to gain more control over their operational expenses. Since 2008, Edge Insights has provided auditing and management services that began with energy and now includes waste and telecom expenses as well. These services span 13 facilities, 46 telecom circuits, and more than 40 gas and electric meters. Edge has successfully reduced Phoebe Ministries' monthly costs, recovered refunds for erroneous charges, and negotiated new vendor contracts that include more competitive rates and favorable contract terms.



The Solution

With more than 23 years of experience in expense reduction strategies, Edge Insights was an easy choice for Phoebe Ministries. The executive team at Phoebe Ministries knew there was no financial risk, and they would remain in complete control throughout the process of working with Edge Insights. Upon reviewing all of the vendor contracts and conducting a forensic audit, Edge Insights provided recommendations that resulted in hundreds of thousands of dollars in cumulative savings.

The Results

\$16,114

Total telecom
system refunds

\$34,464

Annual telecom
system savings

\$7,817

Total waste
services refunds

\$77,472

Annual waste
services savings

\$3,350

Total electric
refunds

\$917

Total natural
gas refunds

\$5,832

Annual electric
savings

\$4,320

Annual gas
savings

Edge Insights continues to monitor Phoebe's waste, energy, and telecom services to ensure billing accuracy, provider contract adherence, and proper implementation of approved recommendations.

“ We are very pleased with the outcome of our partnership with Edge Insights. Their professional staff has found us significant savings and refunds. Their team has the time, resources and expertise to ensure our service matches our contracts in waste disposal, voice & data, electricity, and natural gas. Further, they continue to monitor all areas at no additional cost. Edge Insights gets paid if they find savings for us that we approve. It couldn't be easier. ”

— **Scott Stevenson,**
President and CEO, Phoebe Ministries
www.phoebe.org
Senior Support Services
Headquarters in Lehigh Valley, Pennsylvania