



## Diakon

- [www.Diakon.org](http://www.Diakon.org)
- Headquarters in Allentown and Mechanicsburg, PA
- Operates facilities in PA and MD

## Results

- Through telecommunications and energy audits, procurement and monitoring, Edge Insights has identified refunds and significant annual savings for Diakon Lutheran Social Ministries.
- With the complexity of accounts in over 40 locations, Diakon relies on Edge Insights' expertise to ensure billing accuracy and competitive pricing.

## Diakon Lutheran Social Ministries Saves 40% in Telecommunications Expenses and 10% in Energy Expenses

### The Client

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. Diakon's programs serve approximately 70,000 people annually. Working in over 40 service centers and senior living communities in PA and MD, some 2,200 Diakon staff members bring hope, hospitality and healing to thousands of people each day.

### The Challenge

A member of Amerinet (a national healthcare Group Purchasing Organization), Diakon first began working with Edge Insights in 1997. With over 40 locations, Diakon enlisted the support of Edge Insights to audit and procure telecommunications, electricity and natural gas on its behalf.

### The Benefits

Over the past three years, Edge Insights has saved Diakon an estimated 10% company-wide in energy (electricity and natural gas) expenses. In addition, Edge Insights has saved Diakon 40% on its telecommunications services by reducing long distance spending and negotiating better contracts for dialtone services. Further, Diakon uses Edge Insights to manage current energy and telecom vendor contracts, negotiate new contracts and verify bills for accuracy and vendor compliance. Edge Insights also assists Diakon with special projects such as alternative energy and demand reduction initiatives as needed.

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*"Edge Insights has provided valuable services to us. They assessed our current utility vendors, negotiated significant contracts and helped us to realize considerable savings. Most importantly, we have a comfort level with Edge Insights and appreciate their friendly style in working with us."*

Dave Fralick, Executive, Facility Management  
**Diakon Lutheran Social Ministries**

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