

Case study

How Elevate ENT Scales to 120+ Locations Without Losing Control of Telecom

Centralized carrier sourcing. Disciplined telecom cost control.

Client Overview

South Florida Elevate ENT, a network of 22 ear, nose, and throat practices in South Florida, was acquired by private equity firm Audax and rebranded in 2020. Following the acquisition, Elevate expanded rapidly through additional acquisitions, growing to more than 120 practice locations across Texas, Florida, Louisiana, and Tennessee. Each new site arrived with its own network infrastructure, carrier contracts, and legacy telecom services. Elevate needed a partner who could bring every new location up to standard – with reliable network infrastructure, carrier redundancy, and rationalized services – without losing control of telecom spend as the footprint kept growing.

Challenges

- Rapid, repeated acquisitions meant a constant stream of new sites to integrate.
- No standardized network infrastructure or carrier redundancy across locations.
- Each acquired practice carried its own carriers, contracts, and legacy services.
- No centralized process for carrier sourcing, procurement, or billing oversight.
- Unnecessary legacy telecom services adding cost and complexity at scale.
- Paying 160+ carrier bills put unnecessary strain on their payables department.

\$119,000
Carrier Credits & Reimbursements Secured (3 Yrs)

After partnering with Blue Mantis, Elevate ENT achieved:

- Centralized carrier sourcing, procurement, and service moves across all locations.
- More than \$3,000/month in credits recovered through billing audits.
- Reliable network infrastructure and carrier redundancy at every new site.
- Removal of unnecessary legacy services across the growing portfolio.
- Disciplined telecom spend control sustained through five years of rapid growth.
- Over 160 carrier bills consolidate more than \$3000/month over 36 months into a single monthly bill with GL coding.

Solutions

Blue Mantis provided end-to-end support across network hardware design and deployment, telecom provider sourcing and procurement, and the removal of unnecessary legacy services. This let Elevate onboard newly acquired locations quickly without inheriting outdated infrastructure or redundant contracts.

Elevate then leveraged the Mantis Connect managed carrier solution to centralize sourcing, procurement, and service moves and additions across key providers, including AT&T, Comcast, Spectrum, and smaller IT providers. Together, this approach helped Elevate integrate network and IT services efficiently across newly acquired locations while maintaining disciplined control over telecommunications spend – working closely with Elevate's IT and Finance teams throughout the five-year engagement.



The carrier billing and audit support from Blue Mantis has been outstanding. Beyond the measurable cost and time savings, what stands out most is the personalized service and attention to detail. From managing new and disconnect orders to helping us recover credits, the experience has consistently exceeded expectations.

Juan Lorenzo
Sr Director of Infrastructure and Unified Communications

 **Elevate**
ENT PARTNERS