



MAGELLAN HILL

Navigating Business Communications



SOUTH JERSEY INDUSTRIES

South Jersey Industries (SJI) is the energy services holding company with over nine facilities and the subsidiaries of South Jersey Gas, South Jersey Energy Solutions, South Jersey Energy Service Plus, South Jersey Energy, Marina Energy and South Jersey Resources Group. When the company's local and long distance contracts were coming to an end, Manager of Administrative Services Marie Schaffer began the tedious process of reaching out to telecommunications vendors for viable bids. Fortunately, Magellan Hill's competitive pricing and streamlined billing made Ms. Schaffer's decision an easy one. As with any company, the ability to control operating costs is a key contributor to SJI's bottom line. Magellan Hill enabled SJI to reduce their telecommunications expense by more than 10% over their prior commitments, saving tens of thousands of dollars and opening up the opportunity to reinvest a portion of the savings. Having a single point of contact for trouble reports and new service requests also proved to be a valuable benefit for SJI, greatly reducing the time staff spent managing these issues. Magellan Hill's unique relationship with telecom carriers resulted in repairs completed in far less time than SJI had previously experienced.

"I cannot say enough good things about the Magellan Hill team and their support of the cutover of services. It was a huge relief knowing that I did not have to deal with the finite details or spend countless hours on the phone tracking down the work that needed to be completed. Within my organization, I am a service provider. Being able to rely upon the expertise of Magellan Hill's staff has allowed me to enhance the level of customer service I provide to my internal clients. In addition to reducing costs and offering a single point of contact, Magellan Hill has also allowed us to tailor the billing received so that information is easily summarized by business unit or business line and is consolidated to reduce the number of invoices received. My clerical staff can now focus on other priorities because the time needed to classify our telecommunications invoices is dramatically less. It is truly a win/win situation for everyone in the SJI family to be able to work with such a professional and talent rich organization as Magellan Hill."

*Marie T. Schaffer
Manager of Administrative Services*