

Intelligent Bills

Mobile & Wireline Spend Management Solutions

Bank Case Study

Challenge

A major financial institution was challenged with cost containment of their network expenses due to recent cutbacks in staffing. Confronted with limited resources, an inability to consolidate their Voice & Data Networks under one vendor, they needed a set of solutions that addressed their immediate and ongoing needs.

Specific Requirements

- Perform an audit of all Telecom Services
- Inventory all telecommunication services and equipment
- Development of a systematic and streamline control process
- Project Management of the Consolidation Effort to be self funded
- Reduce expenses through the analysis and elimination of spare and unused equipment/services

Solution

Our professionals performed a thorough analysis of the company's requirements and aligned specific solutions to meet the objectives.

We performed a Compliance Review to validate the integrity and accuracy of their bills thereby cleaning the slate for better ongoing management.

Through our Inventory Solutions we developed a billed inventory to use as a baseline for doing the comparison against the physical inspections performed and thereby building a true demand set of services for future contract negotiations.

Our Professional Services team conducted a study that evaluated a variety of data points of the validated billing to determine all optimization scenarios that included processes, billing and vendor consolidation.



Success, Driven by effective planning and execution.

Results

- \$ 4.5 M in Refunds/\$ 1.5 M in Savings
- Reduced Admin workload by 50%
- Reduced overall costs, increased accuracy of billing & provided complete visibility into network spend
- Converted all paper billing to 100% electronic media
- Delivered a complete and accurate inventory of services and equipment
- Implemented a new streamlined process for receipt, audit, dispute, allocation and approval of all telecom related billing