



IntelligentBills

CASE STUDY—Telecom Cost Reduction Multinational E-Commerce Corporation

The Challenge

An American multi-national e-commerce corporation on the west coast, with operations in ~30 countries was looking for ways to reduce its more than \$40 million in telecom spend.

The company was in search of a trusted partner who could deliver quick, sound financial results while understanding how to operate in a risk-averse culture and provide a smooth, non-disruptive transition.

In order to effectively negotiate a new agreement, the company needed to clean up its inventory and define the legacy voice, data, and mobility services it no longer needed. Missing and outdated records were already driving higher costs and creating liability around new commitments. The company was still being invoiced for old rates even after negotiating new ones which were, as it turned out, never properly implemented. This created a loss in excess of \$1.2M over the prior three-years.

Our Strategy

Our team of seasoned experts began working with the client on a data-gathering effort. The billing inventory alone was comprised of 150,000 different line items in addition to mobility. The key to our effort was capturing all the billing, contracts and network inventory then unifying and normalizing them into a single system.

Intelligent Bills also successfully negotiated multiple new best-in-class carrier agreements that enabled this client to balance the needs of its distinct business units with the overall enterprise goals while at the same time, recovering money it had overpaid for services.

The above, along with further billing errors uncovered by our audit, resulted in **\$10 million in savings the first year**. And, because our fees were covered by the credits obtained, it was a **100% budget-neutral win** for the organization.



RESULTS

\$ 10 Million

FIRST YEAR SAVINGS
ensuring the proper array services

22%

ANNUAL SAVINGS
Minimum annual savings of 22% or \$8.8 million through credits, reduced costs, signing bonuses.



ENHANCED FLEXIBILITY AND REDUNDANCY

SECURED ROBUST BEST IN CLASS
TERMS & CONDITIONS

with contract definitions and protections.

ELIMINATION OF SINGLE-CARRIER
DEPENDENCE

while achieving stated financial objectives.

REMOVED SERVICES BILLED AT INCORRECT
RATES

ELIMINATED DECOMMISSIONED SERVICES