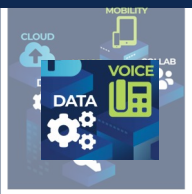
IntelligentBills

CASE STUDY—Voice/Data/Network
Major US Financial Institution



The Challenge

A major financial institution was challenged with cost containment of 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.

Our Strategy

Intelligent Bills staff 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 comparing against the physical inspections and 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.

RESULTS

$ 4.5 Million
IN REFUNDS

$ 1.5 Million
IN SAVINGS

50%
REDUCTION IN ADMIN WORKLOAD

- 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

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