



CASE STUDY: Carrier Services & Cloud SaaS
Healthcare Organization



Customer Profile

- 82 Locations
- 28 Carriers (6 Preferred)
- \$1.2m Monthly Spend
- 1000+ Invoices
- MPLS, VoIP, Pots, SaaS
- Refunds
- Turn up/Down
- Rate Corrections
- Utilization Changes
- New Circuit Bids

Challenges



Solution



Outcomes

- Inventory discrepancies, invoice overload, insufficient time to audit and verify all bills, payable processes and internal cost coding challenges
- Obtaining new and upgraded vendor pricing and quotes was a tedious manual task
- Inability to port lines for 3 years, inability to get circuit disconnected for 7 years

- Complete audit and rationalization of carrier spend
- Consolidated invoices with automated audit of billing fees and taxes
- Provided vendor quotes in web portal for easy comparison and ordering
- Provided centralized helpdesk for service deployments and changes

- Automated payables process improved cost allocations across the organization
- Reduced costs associated with billing errors saving customer over **\$240K** per month
- One-time savings of **\$170K**
- Time to turn up new services and turn down old services with higher accuracy in reasonable number of weeks



Economic Outcomes

- ✓ **\$6M Term Net Savings**
- ✓ **Total Solution Guarantee**