

Telecom Audit identifies major savings for leading UK dental group

**Industry:**

Healthcare

Number of**European locations:**

650+

Number of**UK customers:**

8 million+

Solution deployed:

- Initial Telecom audit
- Telecom Expense Management

Results:

- 27% savings on annual telecom spend
- 81% savings in audio-conferencing costs

BACKGROUND

mydentist is Europe's largest dental care provider with over 650 dental practice locations throughout the UK and Europe. The organization has over 8 million customers in the UK.

CHALLENGES

With no previous telecom audit or expense management system established to review its landline, mobile or WAN assets and usage, the group's telecom spend was not being properly managed. In addition, due to the group's growth-by-acquisition of new practices, the telecom estate was fragmented and lacked comprehensive control.

SOLUTION

The Calero team was invited to perform an initial telecom audit to review mydentist's landline and mobile estates. They ran RFP processes on behalf of the group in order to secure more competitive and flexible deals once their existing contracts had ended. In the case of the landline estate, Calero managed the migration of lines from the incumbent to a new supplier utilizing a phased approach to mitigate against early termination fees.

A further review of services including WAN and audio-conferencing was undertaken. Through Calero's powerful analytics and reporting capabilities, the telecom audit identified considerable room for improvement in the existing audio-conferencing contract. This highlighted how users could access the conference bridge in a more cost-effective way.

RESULTS

The Calero team negotiated on behalf of mydentist to agree to a more favorable contract with a new supplier for landline services. This contained no termination penalties, and furthermore, allowed greater flexibility to administer the telecom estate as new practices were acquired. This contract yielded a reduction in mydentist's ongoing annual spend of around 27%. Negotiations with mydentist's mobile supplier resulted in a contract extension to reduce spend by 24% per annum.

Subsequently, the team negotiated a contract extension including the implementation of a converged voice solution. This provides all mydentist practices with a fully resilient WAN and VoIP infrastructure while reducing ongoing spend by a further 30% per annum.

“Working with Calero has allowed mydentist not only to save considerable sums of cash which can be reinvested into the business, but they have also provided us with a more efficient telecom service.”

— Alan Rawstron, Director of IT, mydentist

CASE STUDY

The telecom audit identified a 3.4% historic billing error in mydentist's landline estate. The Calero team worked with mydentist to realize a credit for the charges billed in error and they resolved the underlying issues to prevent further errors from ongoing invoices, using the powerful platform and telecom invoice management function.

Deploying a new conference bridge number along with negotiating more competitive rates delivered an 81% reduction in mydentist's audio-conferencing service and usage costs.

Both mydentist and Calero are working together to complete an aggressive roll-out of the converged solution to all practices in the estate in order to realize savings within 12 months of contract signature. Calero's support function provides expert guidance and issue resolution to ensure a smooth transition for practices with legacy services, including BT Featureline.

In addition, mydentist continues to use Calero's reporting capability to conduct an on-going telecom audit in order to realize ongoing savings year-after-year.

Calero Software, LLC

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