

# Private Research University

## University takes control of telecom inventory, contracts, and costs

Successful sourcing project leads to on-going TEM solution that saves over \$1M annually



### PROBLEM

#### Inventory, contracts, and costs out of control

Like many organizations with a predominantly local footprint, the University's local telecom services were controlled by multiple agreements covering specific services, many of which were governed by individual circuit term plans. Gaining insight to the inventory, consolidating contracts into a manageable arrangement, lowering overall costs, and preparing for new IP-based services such as SIP trunking were key objectives.

### SOLUTION

#### Successful sourcing engagement fuels TEM program

The University engaged Calero to catalog and review existing contracts, baseline and benchmark current services, review technology changes, determine a sourcing strategy, and execute an RFP process. The result was a reduction of nearly \$250,000 on current services (and projected annual savings of more than \$500,000 after SIP trunking is implemented).

The University invested a portion of these savings into an on-going TEM program combining invoice management outsourcing with in-house MACD automation. The solution is based on a SaaS deployment of Calero's TEM software, coupled

with invoice loading, processing, audit, and dispute services. Calero audits the University's telecom invoices to spot billing errors and savings opportunities, using Calero's automated invoice validation as well as manual review and optimization methods. Calero also manages data feeds to and from the University's AP system.

Calero worked closely with the University to design workflows for fixed and mobile Moves, Adds, Changes, and Disconnects (MACD). End users submit orders and service requests through the University's legacy ticketing system; authorized University staff enter these requests into Calero's TEM solution, which automatically updates the inventory and logs an audit trail of each transaction.

### RESULTS

#### University sees on-going quarterly savings of nearly \$400K

The University manages more than \$5 million in annual telecom spend with the Calero solution. In the second quarter of 2013 alone, savings generated by audit and dispute services totaled nearly \$400,000, primarily in the areas of discount and rate dispute. Added benefits accrue from workflow automation, enhanced productivity, and maintenance of an accurate telecom inventory.

# Calero Software, LLC

## Global Solutions for Enterprise Communications Management (ECM)

Calero Software is the new alternative to the status quo in communications management, with a commitment to innovation and customer service. Calero offers a suite of global solutions for fixed and mobile Enterprise Communications Management, including Expense Management, Mobility Management, Usage Management, and Telecommunications Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies. For more information, visit us at [www.calero.com](http://www.calero.com) or [www.call-accounting-solutions.com](http://www.call-accounting-solutions.com), or call 585.381.6000.



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