

Calero supports world-renowned Carnegie Mellon University's telecom team

Carnegie Mellon University

Industry:
Education

Location:
Pittsburgh, Pennsylvania

Number of Students:
13,200

Staff and Faculty:
5,000

Year Founded:
1900

Solutions:
Calero Telecommunications Management (TM)

BACKGROUND

In 1900, industrialist Andrew Carnegie founded Carnegie Mellon University, a world-renowned research university located in Pittsburgh, Pennsylvania. In addition to diverse research, Carnegie Mellon University is also recognized for its world-class computer science program and business school. In an effort to foster international relations, Carnegie Mellon has established a campus in the Persian Gulf nation of Qatar. Carnegie Mellon Telecommunications provides students, faculty and staff with a full range of basic and advanced telecommunications services including telephone service, voicemail and cable television.

CHALLENGES

The Telecommunications Department generates student and faculty/staff bills on a monthly basis. Previously, two to three days were required to transfer over 900 directories to an alternate server, via File Transfer Protocol (FTP). An additional two to three days were required to actually generate and feed the billing information into the Carnegie Mellon's accounting system. In order to more efficiently and accurately generate bills, the Telecommunications Department implemented a Calero system.

SOLUTION

The Calero solution has enabled Carnegie Mellon's Telecommunications Department to streamline billing and account feed processes, allowing it to generate bills in one day by simply selecting the billing cycle. Calero provided the Telecommunications Department with a customized accounting feed that now allows the process to be completed in approximately 30 minutes. Calero's accounting structure also utilizes account rollovers. In the past, user accounts would routinely expire and billing data would still be fed to the account, resulting in lost revenue. Through the use of Calero, accounts can be configured with an expiration date and an assigned rollover account. Reports are run mid-month to determine which accounts will expire, and the appropriate personnel are notified so that changes can be made accordingly. Prior to using Calero, about \$500 to \$600 was lost monthly due to expired accounts. Calero has decreased that loss to less than \$100 per month.

RESULTS

With the Calero solution, billing reports are easily navigated, making it easy for the Carnegie Mellon team to identify billing errors and eliminate old and inaccurate data. The Telecommunications Department has now identified Monthly Recurring Charges (MRCs) that had never been billed prior to Calero's implementation. Not only is bill

"Researching billing problems is so much easier using Calero, especially with the extensive detail available in the invoice reports on the departmental web portal."

— Bill Whigham, Customer Service Leader, Telecommunications Department

CASE STUDY

generation more accurate, but Calero's web-distribution capabilities have eliminated distribution delays.

In the future, Carnegie Mellon would like to further develop its Calero suite of management tools and implement the Inventory Manager and the Department Portal in order to automate the inventory management and implement a work order approval process.

Calero Software, LLC

Calero is a leading provider of Communications Lifecycle Management (CLM) solutions designed to turn insight into action through an intuitive user-interface and visually comprehensive analytics. Calero helps simplify the management of voice, mobile and other unified communications services and assets. With a deep commitment to innovation and customer service, Calero's CLM approach enables organizations to support the full communications lifecycle, from procurement to payment, including software and services that aid Telecom Expense Management (TEM), Managed Mobility Services (MMS) and Usage Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies. Learn more at www.calero.com or follow us @CaleroSoftware.