BACKGROUND

UPMC, one of the nation’s leading non-profit health systems, has rapidly grown to become a $12 billion organization with global operations throughout the US, Europe and Asia. UPMC’s Children’s Hospital of Pittsburgh was ranked 8th on the U.S. News’ 2012 Honor Roll of America’s Best Children’s Hospitals - its 13th appearance on the Honor Roll. Operating more than 20 academic, community, and specialty hospitals, as well as 500 outpatient sites and an array of rehabilitation, retirement and long-term care facilities, UPMC was seeking a solution to better manage its mobile services for its 3,600 physicians and over 60,000 employees.

CHALLENGES

UPMC realized that the organization could better manage its mobile usage, expenses and devices. With over 4,000 devices across the organization, UPMC was manually processing many of its mobile expenses and invoices. In addition, auditing the invoices for usage management, policy, and inventory was becoming far too time consuming and resource intensive.

UPMC Director of Strategic Sourcing, Robert Pavlik, wanted UPMC to gain more control over its mobile expenses with better visibility and automated processes. His team determined four main goals for how the mobility management solution should transform the organization:

• Improve reporting and visibility for mobile services
• Generate monthly analytics
• Reduce overall expenses and proactively manage monthly costs
• Remove tactical, manual processes and create workflow improvements

SOLUTION

UPMC selected Calero to manage every aspect of their mobility landscape. With its extensive industry and implementation experience, Calero was well suited to UPMC’s needs.

The Calero Design team began the implementation phase by analyzing UPMC’s varied rate plans, inventory and usage. Following its proven methodology, Calero focused on three key areas:

• Rate Plan Optimization
  • Analyzed, modified plans
  • Consolidated, pooled minutes
• Inventory and Usage Analysis
  • Audited inventory to validate users, devices, and accounts
  • Identified large or excessive usage patterns
• Visibility Procedures
  • Provided oversight and reporting across organization

“Within 60 days of the implementation start date, the solution uncovered enough savings to make the project ROI neutral.”

— Robert Pavlik, Director, Strategic Sourcing
RESULTS

With the data gathering process underway, UPMC was ready to see results even though the implementation process wasn’t completed. It didn’t take long to see amazing results. Within 60 days of implementation start date, UPMC had uncovered enough savings to make the project ROI neutral.

The project paid for itself in just two months and the ongoing savings continue to mount, well beyond expectations.

The key benefit for UPMC has been the large cost savings resulting from the effective rate plan optimization, inventory audit and the newfound visibility. For example, during the inventory audit, 145 unused mobile devices were identified and thus, zero usage helped reduce overall costs by 7 percent.

UPMC reduced its telecom spend by $25,836 monthly or 11.6 percent. The Calero solution automated many previously manual processes and the UPMC staff was freed up to focus on more critical tasks. The system also provided full mobile analytics across usage, trends, assets, optimization, fraud, misuse, abuse, plan management and policy controls. The streamlined processes and reporting gives UPMC clearer visibility of the entire mobility landscape, helping the organization better manage inventory and usage. Pavlik concludes, “We’re satisfied that UPMC has the best solution that meets our needs. The results speak for themselves.”

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.