Calero

CASE STUDY

Leveraging **Telecom Expense Management** for Strategic Growth

INDUSTRY: MANUFACTURING (AUTOMOTIVE)
SOLUTION: TELECOM, MOBILITY, MMS, SAAS

Global Automotive Manufacturer



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The client s a global supplier of highly engineered running gear technology and related automotive components. The company has manufacturing facilities and distribution centers across the globe.

As a global midmarket company looking to grow and increase technology management governance and maturity, Calero prioritized just that.

Calero delivered a full suite of solutions, including:

Telecom Expense Management

- Invoice Loading and Processing
- Invoice Audit and Dispute Management
- Inventory Management
- Managed Bill Pay
- Wireline Procurement

Mobility Expense Management

- Invoice Loading and Processing
- Invoice Audit, Dispute, and Optimization Management
- Inventory Management
- Managed Bill Pay

Managed Mobility Services

- Service Desk
- Mobility Order Portal
- Device Logistics

SaaS Management

- Integration with Application Discovery Sources
- Ownership Assignment and Tags

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The Situation

Calero was introduced to the customer through a partnership with C3 Technologies, who believed we would be able to set up a unified platform in place for complete technology business management. The client was new to the concept of leveraging a platform like Calero for IT asset management and expenses. However, they realized quickly the importance of increasing their governance and maturity early before it became a problem when the company started to scale larger.

It was clear to this customer that they should prioritize technology business management through a unified platform.

The Challenge

The client had an in-house team managing their expenses and inventory but struggled with getting the visibility needed when managing more expenditure after rapid merger and acquisition growth. They realized that their current system of spreadsheets and manual processes was not only costing them time, but insight into their expenses and inventory.

The client wanted a centralized view of all their expenses and a platform that had synergy between modules so that as they continued to grow and expand, they would be able to take managing more expenses in stride.

This global manufacturer needed a strategic partner to provide a centralized view of their entire technology estate, give unparalleled visibility where there was none before, and could grow with them as their company scaled.

At a glance

- ⓧ Limited visibility into expenses and savings
- ⓧ Struggled to keep up with increased scope after M&A activity
- ⓧ Concerns over scalability of current systems
- ⓧ Needs global support



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The Calero Solution

Shifting Chaos into Confidence

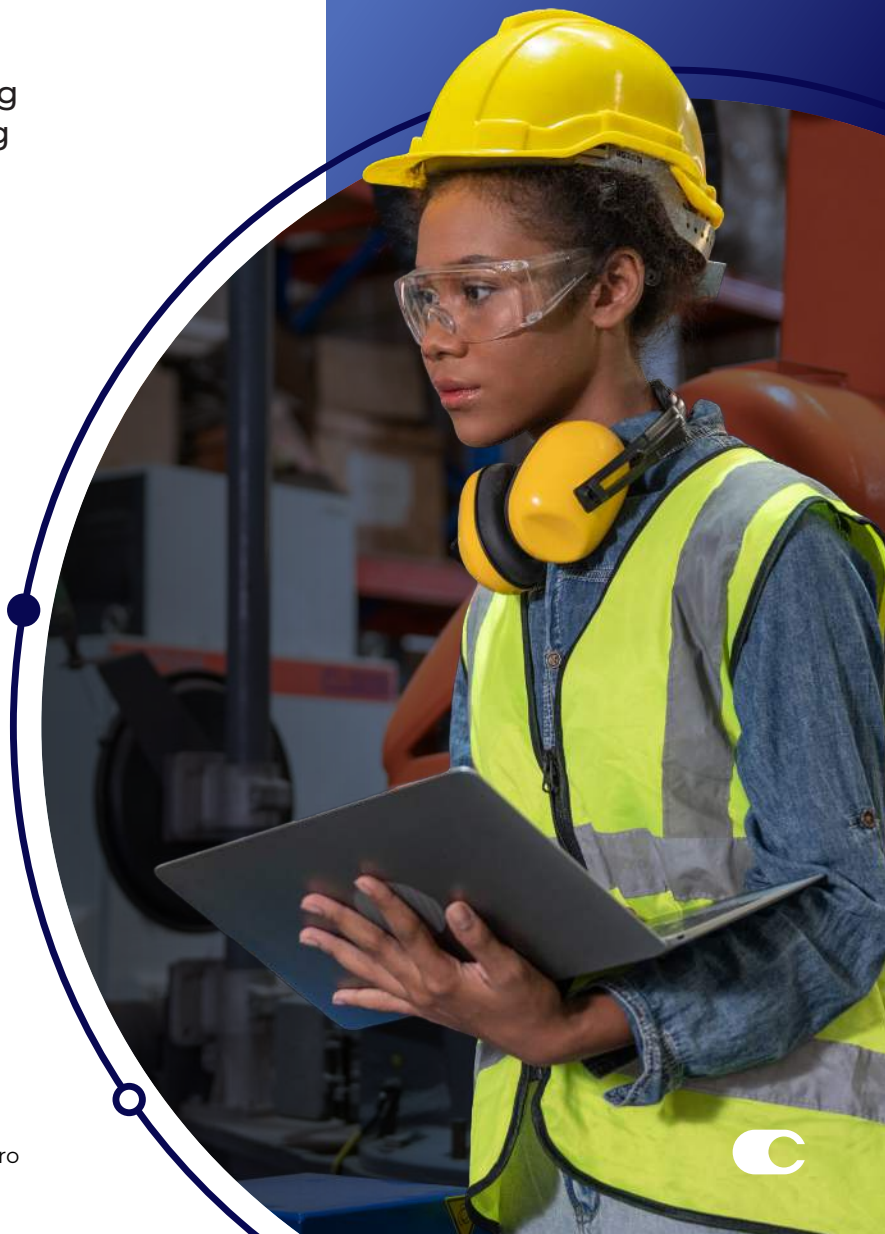
STEP 1

Centralize Management into a Single Platform

Calero deployed Telecom, Mobility, and SaaS Management to bring visibility, control, and clarity to all technology assets. Since signing contract in June 2024, Calero has given the client:

- A single pane of glass view for their entire technology estate
- An easy-to-use embedded mobility portal for procurement and service tickets
- Unprecedented visibility into SaaS applications, their usage, and application license ownership
- Time back from manually loading and processing invoices with accompanying automated audit and dispute resolution

Not only does the client have visibility into their inventory, expenses, and assets, but they also have a unified platform that can scale with them as they continue to grow and the confidence in technology business management.



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The Calero Solution

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STEP 2

Provide Future-Proofing with Scalability

Being able to keep up with broader scope is important to this customer, and so is a partner that will grow alongside them. Calero's consistent delivery on mobility management, managed services, and expertise gives the client confidence in future expansion.

The client's expansion is powered by clarity. With Calero as their single source of truth for Telecom, Mobility, and SaaS, growth happens without friction. Our decades of expertise ensure that every new region adds opportunity, not complexity.

With this tailored, high-touch approach to scalability, Calero will continue to deliver, ensuring the company's needs are always met, no matter what the scope may be.



The Results

Operational Wins

- Initial goal of $143k in savings surpassed
- Introduced total visibility and control for AP feeds and funding monitoring
- Reveal sites that were closed, thus easily disconnecting them to avoid further payment on unused locations

Human Wins

- Confidence in technology estate management with M&A activity
- Provide a centralized view of spend and inventory in a single platform
- Automated invoice loading and processing, giving time back to focus on business initiatives

Executive Takeaways

Even the most complex and messy environments can be transformed when the right mix of technology and partnership is in place.

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This customer's story proves three things every executive should know:

1. Technology business management is a priority, no matter the size of your company. IT Asset management maturity and governance will aid you in meeting key business goals as you scale.
2. Scalability is paramount for future-proofing. Prioritize platforms that not only withstand expansion but help you through it.
3. Visibility is paramount. You can't manage what you don't know, and a centralized view of your estate is critical for complete control.

This customer proves platforms that prioritize long-term partnerships and scalability are here for the long run. The results speak for themselves: orders managed each month with confidence, device subscriptions managed with ease, and expertise that lends a helping hand for expansion.



At Calero, we don't just provide software, we provide a partnership that helps you tackle the hard stuff. The complexity. The fear. The "this can't be automated" moments. And we've proven it can be done for over 30 years.

See what we can do for you.

Book a Demo →

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