

## Background

Alight Solutions is a leading provider of integrated benefits, payroll and cloud solutions with more than 22,000 professionals across 29 countries.

Following the acquisition by private equity funds affiliated with Blackstone of the technology-enabled benefits outsourcing business of Aon plc, Alight Solutions was on their own for managing their technology expenses. They had to quickly decide to either continue with Aon's incumbent provider in their own environment, or embark on an RFP process to select the technology expense management (TEM) provider that best fit their needs.

Since they weren't satisfied with the capabilities and service they were receiving as part of Aon, Alight chose to submit an RFP and see what was in the marketplace. Implementation methodology and timing played an important part in their decision making process.

## Technology Environment

- **95** Vendor Accounts
- **22k** Employees
- **\$25M** Telecom Expenditures
- **115** Monthly Invoices

## Challenges

**Organizational Movement:** The M&A activity placed an emphasis on properly separating inventory and putting in place their own operational go-forward process.

**Accelerated Timeline:** A hard cutoff date from their previous company required Alight to get up and running quickly in order to continue the ongoing management of their environment.

**Inventory Accuracy:** Alight did not believe that their current TEM provider had an accurate inventory and was looking for an environment that could be centrally managed moving forward.

**Operational Efficiencies:** The team was doing their best to maintain the environment, but ran into obstacles in having to go through intermediaries to gain access to their data.

## Solution

After considering several vendors, Alight Solutions selected Calero to implement a single, centralized application to house their telecom inventory and proactively manage their recurring telecom expenses. Alight also elected to engage Calero for their best-in-class managed service offering to help offload the menial tasks of managing the invoice lifecycle. In addition, there were multiple interfaces - including HR, AP, and SSO - as part of the project.

## Results

- A speedy implementation was achieved and Alight hit their goal of a 90 day go-live for the project.
- A centralized database to house more than 10,000 inventory items and a process to maintain the inventory moving forward.
- Increased prioritization of business-critical tasks for the internal Alight team and a Calero managed services team responsible for the day-to-day management of the invoice lifecycle.
- Increased visibility through configurable dashboards, providing enhanced business intelligence and analytics.

# What We Heard

*We are very pleased with the way the team came together and was able to clear a path that delivered our project within the 90-day window.*

*- Rob Kordek, Director of Network Architecture, Alight*

## Our Services

Whether your enterprise needs help with one type of expense or all, TEM solutions provided by Calero are designed to provide clarity, control, compliance and cost savings. We leverage automation with our technology expense management platform to become an extension of your team.

### Telecom Expense Management

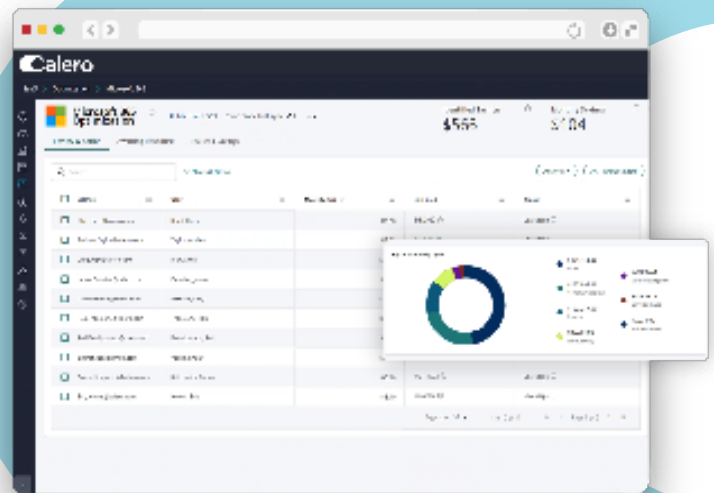
Order management, usage analysis and ongoing expense management for your global telecom network.

### Mobility Managed Services

Manage the full lifecycle of your mobile programs from device procurement through retirement.

### SaaS Expense Management

Enable complete visibility of subscription spend, utilization, analytics and management of your enterprise applications.



## Calero by the Numbers

We challenge convention and exceed expectations by delivering superior solutions with integrity and personal service that is lacking from our competition. Our solutions are designed to provide clarity, control, compliance and cost savings across your global technology estates. Whether you're considering a relationship with us as a customer, a partner, or a member of our team, we invite you to get to know us and our passion for this industry.

**25+ Billion**

In Spend  
Managed

**4.5+ Million**

Devices Under  
Management

**2,500**

Carriers  
Supported

**150**

Currencies  
Supported