Automate, Analyze, Optimize

Manage your telecom costs and related business processes effectively and efficiently with Calero's Expense Management solution

BASED ON LEAN SIX SIGMA PRINCIPLES, CALERO'S VALUE ACCELERATION PROCESS ASSURES QUALITY, SPEEDS TIME TO VALUE, AND ENSURES CONTINUOUS IMPROVEMENT OF ALL THE ENTERPRISE COMMUNICATIONS SERVICES WE DELIVER TO OUR CUSTOMERS.

Communications services consume as much as 20% of an IT budget. Industry research shows that up to 10% of those expenses are wasted due to inefficient processes, over payments and late payments, and lack of optimization. That's a problem. The right solution makes it go away. The wrong solution becomes another problem that takes time and resources to manage.

Calero's Expense Management solution combines business process automation and expert services to help organizations maximize the value of their investments in commercially acquired communication services while minimizing the time and resources required to manage them.

Expense Management is part of Calero's Enterprise Communications Management suite, which includes solutions for usage, mobility, and telecommunications management. With more than 30 years of experience, over 3,000 corporate customers worldwide, and purpose-built technology second to none, Calero knows how to help you automate, analyze, and optimize your telecom expenses.

HUNDREDS OF RETAIL ORGANIZATIONS, HEALTHCARE PROVIDERS, FINANCIAL INSTITUTIONS, UNIVERSITIES, GOVERNMENT ENTITIES, AND OTHER NATIONAL AND GLOBAL ENTERPRISES AUTOMATE, ANALYZE, AND OPTIMIZE WITH CALERO'S EXPENSE MANAGEMENT SOLUTION

Expense Management Capabilities

Calero's Expense Management (EM) solution leverages purpose-built technology and expert services to optimize invoice processing and analysis, dispute and recovery, ordering and provisioning, and reporting and analysis. Our consultants complement process automation with custom sourcing, auditing, and benchmarking services.

Invoice Processing

Invoice Processing helps you manage the processing and payment of your telecom invoices, while minimizing demands on your staff. Capabilities include:

- *Invoice Loading* - We'll load your electronic and paper invoices into the Calero system. You'll never have to worry about carriers changing electronic formats.

- *Allocation* - We'll code each invoice to properly allocate charges to your general ledger accounts.

- *Approval for payment* - Automate the process with workflows that route approvals based on services, locations, carriers, and thresholds.

- *Integration with financial systems* - Automate exports to your accounts payable and general ledger systems. The Calero system can also accept return feeds notifying that invoices have been paid.

- *Bill pay* - Never again worry about paying your carriers; we'll make payments on your behalf.

Invoice Analysis

Invoice Analysis provides valuable insight into your organization's telecom spend and helps you identify opportunities for dispute and recovery and other cost savings. Capabilities include:

- *In-cycle analysis* - The system will notify you of late fees, maintenance fees, and services that you should not be paying for. The system can also alert you when configured thresholds and variances are exceeded. Our team can manage alerts for you, research causes and history, and initiate disputes with the carriers.

- *Wireless optimization* - Our dedicated wireless analysis team will monitor your mobile usage and make monthly recommendations to help save you money.

- *Audit* - During implementation, our audit team can look at your current telecom spend and help identify immediate savings. On an ongoing basis, our audit team can take a more detailed look at certain areas of your telecom spend to help identify additional savings opportunities.

Dispute and Recovery

Dispute and Recovery ensures the recovery of credits due and the management of short-pay decisions to help you optimize expenditures and improve cash flow. Capabilities include:

- *Dispute initiation* - The system utilizes the alerts generated by Invoice Analysis to provide the information necessary to initiate a dispute. Our audit team may also initiate disputes based on their findings.

- *Tracking* - Disputes are tracked in the system as tickets that can include reminders for follow-up activity.

- *Reporting* - Dashboards display amounts disputed and recovered by service, vendor, or location.

CALERO

Ordering and Provisioning

Ordering and Provisioning utilizes MACD workflow automation to help you manage requests for services, wireless devices, and accessories. Authorized users can leverage user profiles, service catalogs, structured workflows, and a configurable approval process to initiate service requests. Capabilities include:

- *Service catalogs* - Catalogs can be customized to match your needs and automate vendor transactions for maximum process efficiency. You can place security on catalogs to control what each user can order.
- *Workflows* - MACD workflows can automate service updates and help identify errors in carrier bills.

Inventory

Inventory provides a centralized database that allows you to track and manage telecom services, circuits, wireless devices, and other IT assets from requisition through distribution, cost center assignment, warranty management, replacement and retirement. Integrated analytics allow you to track spend by location and other organizational attributes.

Reporting and Business Intelligence

Our Reporting and Business Intelligence tools and services provide analytics and actionable information to help you forecast and reduce expenses. Capabilities include:

- *Spend analysis* - Analyze your organization's telecom spend across a variety of dimensions, including locations, types of services, and financial structures.

- *Configurable reports* - Use the preconfigured reports provided or build your own with our integrated report designer; generate reports on demand or on a scheduled basis.
- *Data export tools* - Use filters and other tools to generate views of the data you need, then export on demand or on a scheduled basis.

Consulting Services

Our services include solution implementation as well as professional services related to:

- *Sourcing and contracts* - We can manage your contracts and vendor performance and source telecom equipment and services at the best possible rates.
- *Telecom auditing* - We will analyze your telecom spend to identify services ordered off contract or no longer being used, and alert you to other opportunities for savings.
- *Benchmarking* - Using our proprietary benchmark database, we'll compare your contract rates, terms, and conditions against the best available for similar spend in your market.

Benefits of Calero's EM Solution

Calero's EM solution offers a range of benefits for your organization.

Visibility into Usage and Spend to Support Accountability and Planning

Lack of visibility into usage and spend makes it difficult to optimize expenses, allocate and chargeback costs, verify that services match demands, and maximize the return on your telecom investments.

CALERO

Calero EM provides the visibility needed to answer questions such as these:

- What telecom assets and services do you have?
- Where are they located?
- Who is using them, and how are they being used?
- What are they costing you…and what *should* they be costing?

By providing the answers to these questions, Calero EM allows you to:

- Chargeback and show back usage costs for greater accountability
- Optimize usage to reduce overspending on unused or under-used services
- Satisfy management requirements for spend and inventory reporting
- Identify trends to inform strategic planning and contract negotiations

Automation of Business Processes to Enable Management by Exception

Managing invoices, inventory, ordering and provisioning, and disputes without the proper tools is time consuming, resource intensive, and prone to errors. The cost of overlooked billing errors and other hard dollar impacts is compounded by low productivity of manual processing. Calero EM automates these processes so that you can manage by exception. By maximizing cost avoidance and recovery, while reducing resource demands, we help you drive benefits to the bottom line. And because invoice, usage, inventory, and transaction data are captured in a single database, it's easily accessible for analysis and planning purposes.

Negotiating Better Contracts and Managing Them Effectively

Our Sourcing services will help you negotiate best-in-market rates, terms, and conditions, and our contract management software will track your performance against those contracts and alert you to upcoming expirations. You'll be able to see exactly how you're doing against commitments, avoid shortfall penalties and high off-contract rates, and prevent under or over-committing in the future. In the longer term, you'll acquire the business intelligence you need to negotiate better rates and commitments that match your actual needs.

About Calero Software, LLC

Calero's Enterprise Communications Management suite includes solutions for 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. Calero is headquartered in Rochester, NY, with additional offices in Georgia, Ohio, and Tennessee. For more information, visit us at www.calero.com or www.call-accounting-solutions.com, or call 585.381.6000.