

## Manufacturers Boost Productivity With Better Communications



As the global manufacturing industry continues to expand, manufacturers are turning to technology to boost productivity while attracting and retaining customers.

Analysts predict the industry will increase its spending on technology hardware, software and services at a 5.37% over the next 4 years and investing in mobile technology, including smartphones, tablets and laptops, will represent the third highest percentage of the IT budget.

Integrated Telecom Expense Management (TEM) and Mobility Management Services (MMS) solutions provide visibility into communications spend, enabling in cost savings and greater efficiency. Calero's TEM and MMS solutions are tightly integrated and simple to use, featuring management dashboards and world-class customer support.

### Key Benefits of Calero Solutions:

- **Visibility into fixed and mobile usage and spend**
- **Simple management dashboards**
- **Automated invoice processing, MACD, ordering & processing**
- **Carrier & vendor dispute management**
- **24/7 customer support**
- **Value Acceleration Process (VAP): assures quality, speeds up time to value, ensures continuous improvement of all Calero solutions**
- **Advanced reporting & business intelligence**



## ABOUT CALERO

CALERO PROVIDES ENTERPRISE COMMUNICATIONS MANAGEMENT SOLUTIONS TO 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.

### Expense Management

Communications services consume up to 20% of an IT budget, and up to 10% of those expenses are wasted due to poor process, efficiency, and control. Calero's Expense Management solution combines the capabilities of Telecom Expense Management (TEM) and Wireless Expense Management (WEM) to help you contain all your communication costs, enhance services, improve regulatory compliance, and meet other strategic goals.

#### Expense Management Capabilities:

- Invoice Processing
- Invoice Analysis
- Dispute Management
- Ordering and Provisioning
- Inventory Management
- Dispute Management
- Reporting and Business Intelligence
- Full TEM Outsourcing Program
- Consulting Service

#### Expense Management Benefits:

- Integrated technology for consolidated fixed and mobile expense management
- Fast, accurate invoice validation and processing
- Effortless cost allocation for greater user accountability
- Network optimization based on usage
- Inventory that is always up-to-date
- The means to manage and win more billing disputes with your carriers

### Mobility Management

Mobility poses unique management challenges. Who in your organization has been assigned mobile devices? What are they costing you? How are they being used? How are break/fix issues resolved? Are you ensuring secure access? Our Mobility Management solution supports the entire lifecycle of all mobile devices accessing your network services and includes Mobility Management Services (MMS), to let you remotely manage devices and applications.

#### Mobility Management Capabilities:

- Remotely manage devices, applications, and data
- Administer and enforce usage and security policies
- Provision and approve correct devices for each type of user
- Streamline activation and resolution of incidents
- Purchase and provision mobile services, applications, and devices
- Audit and optimize spending
- Utilize benchmarking to help negotiate great contracts
- Manage and resolve carrier and vendor disputes
- Support users with mobile help desk services

#### Mobility Management Benefits:

- Maximize mobile workforce productivity
- More time and resources to focus on your core business
- The best possible contract terms, rates, and conditions
- Continuous vigilance to ensure that your services are optimized
- Expert guidance on usage policy and data security
- Best practices with regard to employee vs. corporate device ownership