

# Simplified Communications Management for the Finance Line of Business

## INTRODUCING THE CALERO CLM APPROACH

The Calero Communications Lifecycle Management (CLM) approach supports the full spectrum of cloud and communication channels. Whether it's voice, mobile, video or beyond, you have the ability to view, manage, and optimize your entire communications business.

The power of this approach is in its ability to arm the finance executive with a more holistic view of their entire communications spend - driving control, fact-based decision making, employee accountability, overall transparency, and much more.



## GREATER ACCESS AND CONTROL OF IT SPEND

- Gain system-wide transparency by connecting to ERP, ITFM, budgeting, and other financial systems
- Explore, analyze and act, with un-paralleled transparency into communications data
- Make fact-based decisions when justifying increases or decreases in spend
- Align, define and create a common set of clear processes with your IT peers

## REDUCE RISK AND MAINTAIN COMPLIANCE

- Increase accuracy in expense tracking and reporting
- Automate SOX reporting and storing of financial data for telecom expenses
- Assure corporate business policy and regulatory compliance across the organization
- Eliminate potential fraud and unauthorized charges

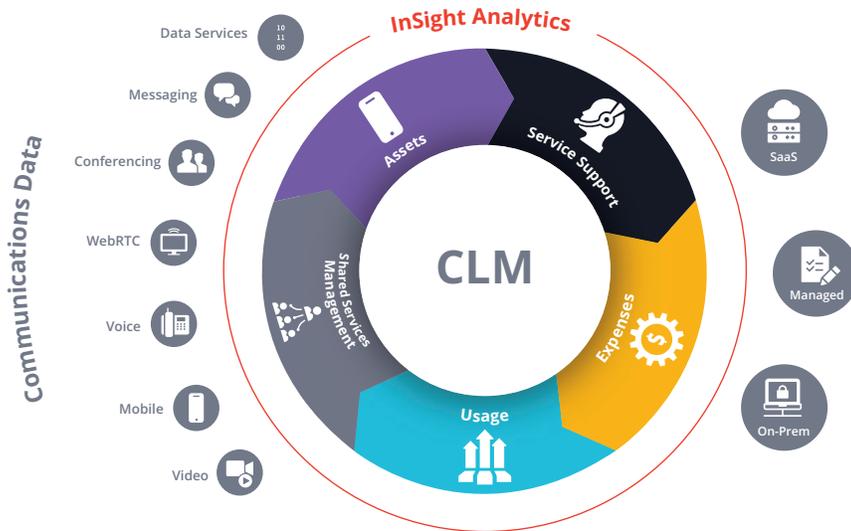


## FINANCIAL TRANSPARENCY AND ACCOUNTABILITY

- Drive greater transparency and stakeholder accountability across the organization
- Easily share the costs of communication services, promoting increased engagement and responsiveness in governing services/devices
- Support the organization with fast, effective usage-based allocations and chargebacks

Based on Lean Six Sigma principles, Calero's Value Acceleration Process (VAP) assures quality, speeds time to value, and ensures continuous improvement of all the enterprise communications services we deliver to our customers.

# SOLUTION BRIEF



## EXPENSE MANAGEMENT

Calero's Expense Management solution combines the capabilities of Telecom Expense Management (TEM) and Wireless Expense Management (WEM) to help you contain all of your communication costs, enhance services, improve regulatory compliance, and meet other strategic goals.

## SERVICE SUPPORT

Service support is for organizations that are interested in reducing operational costs while simultaneously improving service level quality for an ever increasing spectrum of network services and devices.

- Centralized procurement processes to help end users purchase, provision and activate devices, network services, applications and accessories
- Integrate all business processes and workflows
- Manage your service desk operation more efficiently

## USAGE MANAGEMENT

Usage Management provides the ability to collect usage transactions, combine with other business data, simplify into actionable information, and share with the appropriate employees, managers, and systems to enhance communications usage.

## ASSET MANAGEMENT

Track the distribution, configuration, and financial accountability of all your organization's IT / communications services and assets.

- Quickly identify the location, configuration, inter-relationships, and ownership of all your communications services and assets
- Automatically update your service inventory and provisioning of internal communications assets
- Maintain real-time control of your e911 telephone location inventory

## SHARED SERVICES MANAGEMENT

Organize, visualize, and streamline your IT financial management processes so that you can make informed IT investment decisions.

- Automate cost accountability for all assets, labor and services
- Streamline cost accountability and chargeback processes
- Support the organization with fast, effective, usage-based shared services chargeback capabilities
- Provide your internal customers (end users) real-time access to financial reports, asset monitoring and service requests

## 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](http://www.calero.com) or follow us on Twitter @CaleroSoftware.