



CASE STUDY

Prioritizing End-User Experience in a Complex Telecom Environment

INDUSTRY: HEALTHCARE

SOLUTION: TELECOM

American Healthcare System



The client owns and operates hospitals and related healthcare entities with over 200 healthcare locations within the U.S. and over 226k total employees. As a large organization with billing complexities, Claero delivered the following solution:



Telecom Expense Management

- Invoice Loading
- Managed Bill Pay
- Invoice Processing
- Wireline Audit & Dispute Management

The Situation

The client is a large organization with inventory and billing complexities. Not only are they managing telecom costs for their corporate business unit, but also costs per healthcare center across the nation. As a result, they were struggling with managing costs with clarity and efficiency and maintaining control over their telecom inventory assets.

It was clear to this customer that they needed a telecom expense management platform that could centralize their estate into a single view.

The Challenge

The client was on a legacy platform that was struggling under the weight of the client's telecom estate complexities. It was not just difficult for the end-user, it also couldn't keep up with the number of cost allocations needed for such a large organization.

The customer wanted a platform that could provide a seamless end-user experience and robust visibility into their telecom estate. They needed something that could perform well under the pressure of their organization's complexities while simultaneously being easy to navigate, even for employees who are not in the solution every day.

The client needed a centralized platform that was flexible to their requirements and was user-friendly.

- ⊗ 200+ locations and 4k+ cost centers
- ⊗ Low estate visibility into expenses and inventory
- ⊗ Struggled with platform navigation and ease of use



The Calero Solution

Implementing a Seamless Experience through Telecom Expense Management

The organization migrated onto Calero.com with the goal of centralizing their telecom management and gaining enhanced visibility into spending and usage. Upon implementation, the telecom asset manager immediately noted how much more automated and simpler the new system was to use.

The customer's internal team was now able to look accurately and comprehensively into their inventory and expenses, as well as be able to further allocate ownership over the expenses and inventory to a level their legacy system could not handle. Over 4,000 cost centers are now managed with ease and a reporting can be pulled and exported within just a few clicks.

As a result, the client was now able to manage effectively and efficiently over 50 vendors, over 8k location codes, over 4k active cost centers, and over 1k master accounts. The system handles larger scale telecom estates with ease, even if the healthcare system looks to scale up even further.

With Telecom Expense Management, the client is now able to:

- ✓ Operate with a single pane of glass view for their telecom expense estate
- ✓ Empower governance decisions based off unprecedented visibility
- ✓ Handle their extensive cost allocations with ease and efficiency
- ✓ Spend more time on strategic business objectives from the time saved through automated invoice loading, processing, audit, and dispute processes



The Results

The organization leveraged Calero's automation tools and an easy-to-use platform to go from managing their telecom estate to controlling it across the nation. Calero's unique ability to centralize data across vendors unlocks deep visibility, empowers governance decisions, and drives measurable long-term value.

Operational Wins

- Over \$960k in identified savings since platform migration, including \$80K in monthly avoided costs
- 100% automated invoice loading rate, freeing up employee time for strategic objectives
- Centralized telecom expense management view for over 200 locations across the United States

Human Wins

- Improved end-user experience with a seamless experience that is easy to navigate, even for employees who aren't power users of the platform
- Automated invoice and auditing-related tasks, eliminating manual swivel-chairing between vendor platforms
- Expense allocations are no longer a headache with a system that can handle a high volume of cost centers



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

- ① Visibility is power. Without it, waste thrives and costs spiral.
- ② End-user experience is paramount. Platform adoption and ongoing buy-in is only made easier when the tool is easy to use and easy to navigate for all users.
- ③ Governance is an ongoing journey, not a one-time audit. Ongoing visibility, trust in data, and actionable insights are recurring checkpoints in all companies.

This customer proved that even expansive and complex environments can be transformed into optimized, cost-saving operations. The results speak for themselves: spending brought under control, unprecedented visibility, and leadership empowered with insights they never had before.

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.

Connect with us today!

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