Calero

CASE STUDY

Transforming **Manual Chaos** Into **Automated Control**

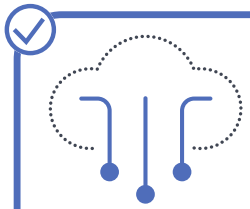
INDUSTRY: HOSPITALITY & RESORTS
SOLUTION: SAAS, TELECOM

American Resort Firm

© 2026 Calero | www.calero.com | +1 (866) 769-5992

The client is a leading collection of luxury resorts across the United States. Before partnering with Calero, the client was managing thousands of invoices and IT expenses through spreadsheets and manual, error-prone processes that strained their operations. They needed a single source of truth for invoices, automation to reduce inefficiencies, and greater visibility into their SaaS and telecom expenses.

Calero delivered a full suite of solutions, including:



SaaS Management

Telecom Expense Management

- Managed Invoice Loading & Processing
- Audit & Dispute Management
- Inventory Management
- Telecom Ordering & Provisioning Module

The Situation

Following a major acquisition, the customer's SaaS and telecom expenses ballooned. Employee churn compounded the issue, leaving licenses scattered across vendors like Microsoft 365, Salesforce, Adobe, ServiceNow, and Five9. Inconsistency across invoices not only limited the level of detail that was available for the client to analyze and act upon, but also drained their team's availability; invoices from just one vendor took 5-7 hours to process. Finance, IT, and AP were all concerned not just about wasted spend, but about what a new system might expose.

© 2026 Calero | www.calero.com | +1 (866) 769-5992

CASE STUDY

The Challenge

On the surface, this client's expense management problem looked like a typical migration project: replace spreadsheets with a centralized system. But beneath that surface was a tangle of unconventional processes, delayed timelines, and real human concerns that made this implementation far more complex than expected.

The client's invoices came in massive, high-level formats with vague expense buckets. In addition to the significant amount of time each invoice took to process, there was also no consistency in how costs were allocated and automation of these processes seemed near impossible at the time.

The project lead at the client organization carried the weight of this complexity. She worried that the visibility and efficiency gains Calero offered would paint her team in a poor light before IT, AP, and Finance. Her concern wasn't just about money, but also about control and credibility. Without structure, the system felt fragile, and her fear of being caught off guard was very real.

This client needed a partner who could navigate the mess, earn trust day by day, and deliver a path forward.

At a glance

- ⓧ Chaotic Accounts Payable process
- ⓧ Heavy manual burden
- ⓧ Limited visibility into expenses
- ⓧ Fear of negative perception
- ⓧ Shifting requirements
- ⓧ Tension between departments
- ⓧ High proportion of contractors with assigned technology & services

© 2026 Calero | www.calero.com | +1 (866) 769-5992

CASE STUDY

The Calero Solution

Tackling a Complex Implementation Head-On

STEP 1

SaaS Visibility + Control

Calero deployed SaaS Management to bring clarity where there was none. Within weeks, the platform uncovered:

- 3,200+ unused Microsoft 365 licenses
- $2,000/month immediate savings
- $43,000/month in additional waste potential

For the first time, the client had real visibility into their $2.7M annual Microsoft 365 spend – and the ability to downgrade and remove licenses to take back control.

© 2026 Calero | www.calero.com

CASE STUDY

The Calero Solution

Tackling a Complex Implementation Head-On

STEP 2

Navigating a Complex Implementation

Instead of forcing a rigid rollout, Calero met the client where they were. The team focused on building trust through:

- Daily meetings to address concerns in real time
- Three-month hyper-care period for UAT testing, requirement validation, and stabilization
- Custom-built AP file integration delivered with minimal customer input required
- Gradual, non-traditional go-live designed to capture early wins and build momentum

With this tailored, high-touch approach to implementation, Calero delivered, ensuring the client made it to a confident go-live.

© 2026 Calero | www.calero.com

The Results

Operational Wins

- Invoice processing reduced from 5–7 hours per invoice to just minutes
- Five9 licensing routed directly through the SaaS module for complete visibility and in-depth analytics
- Automation and centralization replaced manual chaos

Financial Wins

- $43K/month identified savings from Microsoft 365 alone
- $2.7M annual Microsoft 365 spend now managed and optimized
- Hundreds of unused and underutilized licenses canceled or downgraded

Human Wins

- Actively driving license cancellations and downgrades
- Confidently reporting on savings to leadership
- Ensuring Finance, IT, and AP could finally align on a single process

© 2026 Calero | www.calero.com

CASE STUDY

Impact at a Glance

Category	Result
SaaS License Visibility	**3,200+ underused licenses uncovered**
Microsoft 365 Optimization	**$43K/month identified savings**
Invoice Processing	**Reduced from 5–7 hours → minutes**
Annual Spend Under Management	**Reduced from 5–7 hours → minutes**

Executive Takeaways

Even the most complex and messy environments can be transformed when the right mix of technology and partnership is in place.

© 2026 Calero | www.calero.com

CASE STUDY

This story proves three things every executive should know:

1. Visibility is power. Without it, waste thrives and costs spiral.
2. Complexity isn't a dealbreaker. With the right partner, even the messiest of environments can be transformed.
3. Implementation is a journey, not a switch. Trust, transparency, and incremental wins build lasting adoption.

This customer proved that even the most complex, chaotic environments can be transformed into streamlined, cost-saving operations. The results speak for themselves: millions in spend brought under control, hours of manual work eliminated, and leadership empowered with visibility 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.

See what we can do for you.

Book a Demo →

© 2026 Calero | www.calero.com