Calero

CASE STUDY

Turning **Complex Cost Allocation** Into **Control**

INDUSTRY: ELECTRICITY, OIL & GAS (UTILITIES)
SOLUTION: SAAS, TELECOM, MOBILITY

Global **Nuclear Company**



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CASE STUDY

The client is a global nuclear energy company and a leading global supplier of nuclear plant products and technologies. Today, the client accounts for several of the world's operating nuclear plants. As a global company, they needed a single source of truth for invoices, and extensive mobility management.

Calero delivered a full suite of solutions, including:

SaaS Management

- Integration with Application Discovery Sources
- Identification of Sanctioned and Unsanctioned Apps
- Ownership Assignment and Tags

Telecom Expense Management

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

Mobility Expense Management

- Managed Invoice Loading & Processing
- Audit & Dispute, and Optimization Management
- Inventory Management
- Managed Bill Pay

Managed Mobility Services

- Mobility Order Portal
- Mobility Order Desk

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The Situation

The client, as a global company, faced complex challenges in order to manage invoices, telecom services, and mobility devices across a number of offices. The organization needed a solution that could support global invoice loading and processing as well as a central management tool for a global fleet of mobile devices and SaaS licenses.

The client needed a partner who could automate this process, build confidence in their invoicing process, and deliver a single source of truth for asset management.

The Challenge

The client was going through heavy manual processes for cost allocation each month—including downloading their data from Microsoft 365's portal every month and manually comparing invoice charges. Not only was it time consuming, but complex tiered licensing made monthly audits even more of a headache to ensure what they were paying for matched their contracts.

At a glance

- ⓧ Heavy manual burden
- ⓧ Complex cost allocation model
- ⓧ Limited visibility into global assets
- ⓧ Lack of confidence in audits



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The Calero Solution

Shifting Chaos into Confidence

STEP 1

Integrate a Single Source of Truth

In the client's initial onboarding, Calero deployed a Single Source of Truth model where there was none before. For Telecom and Mobility Expense Management, the platform turned a previous manual process into one that:

- Automatically loads and processes invoices
- Checks invoices against contract rates and automatically raises a dispute where discrepancies are found
- Gives time and confidence back while reducing swivel-chairing between vendor portals
- Reveal comprehensive reporting and analytics on costs per department, region, and cost center

Where previously the client was spending hours per month ensuring costs were on-contract and appropriately allocated, Calero gave a single platform to manage all of these expenses with ease.



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STEP 2

Manage a Global Mobility Fleet

The client's next concern was managing company devices across the world to ensure their employees had both devices they needed and support to go alongside it. With Calero's Managed Mobility Services, the client now has a mobility portal that:

- Ensures all mobility orders, including devices and accessories, are from a role-based approved catalogue with business approval
- Support for device shipping, activation, and troubleshooting
- Automated tracked order details and ticketing
- Incident ticketing and tracking
- Automated Inventory stock checks

Through the Calero Mobility Order Desk, the client receives dedicated support from our skilled team. Adhering strictly to corporate mobile policy and carrier practices ensures a seamless and efficient order process.



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STEP 3

Providing Continuous Value with SaaS

In early 2025, the client revealed that they were having similar manual auditing and complex allocation problems with their SaaS estate. Because they were already a power user of Calero and saw how we could turn their swivel-chairing into saved time, it was easy for our SaaS Management offering to be introduced.

Within hours of Calero's SaaS Management Proof of Concept, the client easily saw that we could automate processes they were using to ensure their Microsoft 365 licenses were correctly billed and allocated.

With SaaS Management added to the client's single platform, they are now able to:

- Connect through SSO and Endpoint Security to get full visibility into all SaaS applications, users, and usage
- Allocate complex tiered licensing costs appropriately to users, departments, and cost centers
- Turn manual M365 data downloading into automated audits
- Configure policy rules for unused licenses, such as configuring the amount of time a license goes unused before it is flagged for review
- Turn time manually auditing SaaS licenses and costs into time optimizing licenses and SaaS contracts

For the first time, this client had real visibility into their Microsoft 365 spend and usage, as well as the ability to downgrade and remove licenses to take back full control.

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The Results

Operational Wins

- Invoice loading and processing reduced from hours each month to minutes
- Single pane of glass view for global mobile device management
- Automation and centralization replaced manual chaos
- Solving for unique cost allocation through business process workflows

Human Wins

- Actively driving license cancellations and downgrades
- Confidently reporting on spending and savings to leadership

Executive Takeaways

Even long-term customers still see value in innovation that Calero brings to the table through our customer-first methodology. The client's years-long partnership with Calero shows that a complex and challenging environment can be solved with the right mix of technology and support.

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This story proves three things every executive should know:

1. A single source of truth is a necessity. 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. Industry challenges can be solved with a trusting partnership. Innovation, transparency, and communication is the baseline for a platform that puts customers first.

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 →



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