

With



The Challenge

As telecom operations expanded across healthcare facilities, Henry Ford Health System faced challenges with manual reporting, limited invoice validation, and inconsistent telecom oversight. The organization needed a more centralized and efficient approach to improve visibility, reporting accuracy, and operational control.

- 1 Limited telecom invoice validation
- 2 Existing reporting lacked insights
- 3 No integrated call accounting capabilities
- 4 Heavy reliance on manual spreadsheets and reporting

The Calero Solution

Delivering Centralized Telecom Expense Management for Healthcare Operations

Calero delivered a centralized Telecom Expense Management solution designed to improve visibility, automate reporting workflows, and strengthen telecom oversight across healthcare operations. Enhanced reporting, automated chargeback processes, and centralized management helped improve operational efficiency while reducing manual administrative effort.

With Calero, Henry Ford Health System now has access to a platform that has:

- ✓ Centralized visibility across telecom environment
- ✓ Automated cost allocation and chargeback workflows
- ✓ Improved telecom reporting and operational oversight
- ✓ Reduced dependency on manual spreadsheet management
- ✓ Increased operational efficiency through centralized processes
- ✓ Scalable telecom management across healthcare operations

Spend Less Time Auditing & More Time Optimizing

Henry Ford Health System partnered with Calero to improve telecom visibility, automate operational reporting, and strengthen reporting across its growing healthcare environment.

Operational Wins with Calero

- Generated first-year savings of **\$900K** wireline & **\$600K** wireless
- Supported **30K** employees across wireline and wireless environments
- Implemented integrated call accounting across **30,000** stations
- Automated **chargeback** and **cost allocation** reporting

Human Wins with Calero

- Enabled staff to focus on mission-critical healthcare operations
- Reduced administrative burden tied to manual reporting
- Improved confidence in telecom reporting and oversight

Recognized by Gartner®

Gartner®

A More Secure Platform



EU GDPR
COMPLIANT



Three Things Every Executive Should Know

- 1 End-user experience is key.** A high-touch platform should be easy to use and easy to get operational value from for all users.
- 2 Increased governance means increased confidence.** Operational oversight and reporting measures improve control, visibility, and consistency across the whole technology estate.
- 3 A single source of truth is a necessity.** Without it, technology expense centralization and efficiency is out of reach.

► Take the first step in better decision making.

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.

Explore Our Solutions ►