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The Challenge

As telecom operations expanded across government departments, the Scottish Government faced challenges with limited inventory visibility, manual reporting processes, and inconsistent operational oversight. The organization needed a more centralized approach to improve efficiency, reporting accuracy, and spend management.

- 1 Limited telecom inventory visibility
- 2 Estate management processes lacked scalability
- 3 Needed stronger oversight during ISDN to SIP migration
- 4 Required centralized tracking across devices and services

The Calero Solution

Delivering Centralized Telecom Expense Management for Government Operations

Calero delivered a centralized Telecom Expense Management solution designed to improve visibility, automate reporting workflows, and strengthen operational oversight across government telecom operations. Enhanced inventory tracking, invoice validation, and automated reporting helped improve efficiency while supporting future modernization initiatives.

With Calero, the Scottish Government now has access to a platform that has:

- ✓ Improved visibility into telecom inventory and expenses
- ✓ Centralized reporting and invoice oversight
- ✓ Streamlined auditing and expense management workflows
- ✓ Enhanced reporting accuracy across operational teams
- ✓ Standardized operational processes across locations
- ✓ Scalable support for future telecom modernization initiatives

Spend Less Time Auditing & More Time Optimizing

The Scottish Government partnered with Calero to improve telecom visibility, modernize reporting processes, and reduce operational inefficiencies across government operations.

Operational Wins with Calero

- Supported telecom operations across **130** locations
- Managed visibility across **6,500+** devices
- Oversaw approximately **\$2.26M** in annual telecom spend
- Enabled better telecom spend **monitoring** and **optimization**

Human Wins with Calero

- Increased confidence in reporting and inventory accuracy
- Reduced administrative workload for internal teams
- Improved collaboration across operational departments

Recognized by Gartner®

Gartner®

A More Secure Platform



Three Things Every Executive Should Know

- 1 A unified platform is the key to efficiency.** Prioritize a strategic partner that centralizes technology business management, not fragments it further into separate applications.
- 2 Risk management is confidence management.** Ensure your platform adheres to ISO 27001, 27001 and GDPR gold-standards to give you peace of mind and operational resiliency.
- 3 Scalability is paramount for future-proofing.** Prioritize platforms that not only withstand expansion, but help you through it.

► 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 ►