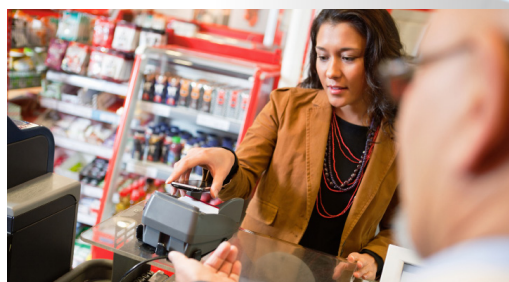


Case Study: Travel Center Network



Empowering a \$9 Billion Travel Company Network with Tellennium's MoT[®] Platform

The Situation

In the highly competitive world of full-service travel centers, this nationwide network of travel centers generates over \$9 billion in annual revenue and employs 18,000 dedicated full-time employees. Understandably, an enterprise of this scale faces an uphill battle without the aid of strong telecom expense management. Their previous telecom expense management provider had promised to deliver [UCaaS \(Unified Communications as a Service\)](#) processing capabilities for six months but continuously fell short. They also failed to maintain optimization efforts after the initial audit. Additionally, the Travel company was incurring challenges with invoicing; invoices were going unpaid for more than three months, even leading to disconnect notices.

The Solution

Recognizing the need for transformative change, the company turned to Tellennium. Within three months, Tellennium seamlessly transitioned its ineffective telecom expense management program to our groundbreaking [Management of Things \(MoT[®]\)](#) platform. This provided efficiency and control over critical telecom services. Here's how Tellennium's MoT[®] platform revolutionized the company's operations:

UCaaS Processing

Tellennium immediately demonstrated the ability to process UCaaS invoices with carriers such as RingCentral. Tellennium automated integration with the carrier and the client's HR system. This allowed for increased visibility, reporting, and allowed the

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services to be tied directly back to the end user to allow for cost allocation to the department. This freed up funds from the IT department and allowed for an off-boarding process to be put in place. MoT® - A Comprehensive Solution MoT® provided real-time insights and control over expenses and assets. Tellennium's MoT® platform incorporated accounts payable automation. By harnessing the power of artificial intelligence, this streamlined procurement practices and improved workflows for a vast spectrum of services and assets.

Expert Support & The Mobility Store

Tellennium's commitment to the company's success extended beyond the platform. MoT® was backed by a team of knowledgeable experts dedicated to their account, providing technical support and invoice processing support. A mobility store was also put in place to enhance mobile device support for all employees.

The Mobility Store

The mobility store's focus is to facilitate rapid access to support for any questions or challenges the team was experiencing. Common support areas include: **Billing Inquiries:** Always a common area of concern, users can gain quick support around any billing questions or usage reporting. **Ordering Devices:** Employees have quick access to remediation for stolen, lost, or new devices. The team can quickly respond and provision a new device as well as take any needed actions to protect the company such as remote device wiping, etc.

Mobile Phone Troubleshooting: Any number of things can go wrong with a mobile phone, and it's not always easy to figure out the problem on your own. Mobility assistance is accessible to help quickly resolve technical issues.

Mobile Policy Questions: Users will have questions about the parameters of use for their phones. Most policy concerns are addressed by strong processes to protect both the employee and the company. In cases of concern, users have access to readily available tech support to quickly address any questions.

The Results

The partnership between the travel company and Tellennium, fortified by the MoT® platform, quickly yielded benefits:



Through financial transformation and optimization, Tellennium empowered the company to take control of its expenses and assets, driving efficiency, cost savings, and improved performance.



Automation

MoT[®] empowered the company to automate over 95% of their Accounting and Finance workload related to invoice management, liberating their teams from tedious manual tasks.

Tangible Savings

In partnership with Tellennium, the Travel company delivered a remarkable 20% reduction in network spending. Tellennium meticulously examined the company's services, ensuring invoice accuracy, contract compliance, and technology deployment.

Soft Dollar Savings

Beyond hard dollar savings, MoT[®] unlocked significant soft dollar savings by freeing up thousands of hours per year for the company's IT and Accounts Payable staff. They could now redirect their efforts towards more meaningful tasks, contributing to digital transformation, enhancing business continuity, and improving the end-user experience.

Empowering Transformation

Through financial transformation and optimization, Tellennium empowered the company to take control of its expenses and assets, driving efficiency, cost savings, and improved performance. With MoT[®], the company now has the tools to ensure invoices are not just managed but optimized for the long term. Our platform gave them the visibility needed to perform a pots transformation to RingCentral.

As mentioned earlier, one notable area of value was the plain old telephone service (POTS) transformation that was enabled via the collaboration with RingCentral. This gave our travel company partner much more service visibility through our MoT platform. In a competitive industry, the company now stands on a solid foundation for future growth, thanks to the transformative partnership with Tellennium and the use of the MoT[®] platform.

The company is not just surviving; they're thriving, ready to tackle the challenges of tomorrow with confidence and efficiency.