Case Study: Medical Diagnostics

Providing a Robust Solution for Improved Efficiency

The Situation

A leader in the medical diagnostics field, relies heavily on telecommunications to deliver its services efficiently and effectively across a vast network. With 25,000 locations and over 30,000 mobile devices, the company's extensive telecom infrastructure encompasses various services and technologies crucial to its day-to-day operations.

This complexity has led to substantial challenges in this area. Their former telecom expense management system was inadequate, forcing them to process many invoices internally. Lacking the necessary visibility and control over their telecom expenses, this medical diagnostics company was facing overcharges and unnecessary spending. The inefficiency was further compounded by the scale of their telecom needs, which included a large volume of invoices that needed to be processed and audited regularly.

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The Solution

Recognizing the complexities of their existing telecom expense management system, Tellennium proposed a tailored, multi-phased solution to streamline processes, enhance visibility, and significantly reduce costs. This solution was about replacing outdated systems and introducing a strategic approach to manage telecom expenses more effectively.

Tellennium's plan involved a series of carefully orchestrated steps, each addressing a specific aspect of their challenges and paving the way for a more efficient and cost-effective telecom management system.

Transitioning from their Current TEM

The first phase involved moving away from their former telecom expense manager (TEM provider, a critical step in streamlining the telecom expense management process.

Overhauling the Invoice Management Process

Tellennium introduced its systemic process and technology (e.g., MoT platform to address shortcomings experienced with the prior TEM provider. The prior TEM provider did not have the capabilities to process large electronic invoices effectively, which resulted in their having to process a large amount of invoices in house.

Deconsolidation of Services and Platform Transition

The final phase involved the disconsolation of services to reduce costs significantly, transitioning them onto Tellennium's more efficient platform. This change alone saved them $10,000 a month.

A key aspect of Tellennium's solution was the emphasis on detailed inventory management. This approach allowed for the identification of immediate savings by uncovering hidden costs and inefficiencies in the existing system.

One stark example: Tellennium discovered that they were paying for expensive services like an unused OC12 circuit, leading to high-cost waste.

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The Results

Implementing Tellennium's comprehensive solution marked a turning point in their approach to telecom expense management. The results were impressive regarding cost savings and signified a paradigm shift in how the company managed and optimized its vast telecom resources.

A significant aspect of the cost savings stemmed from utilizing Tellennium's detailed inventory to identify and analyze utilization. Within 24 hours of integrating their system, Tellennium red-flagged discrepancies in an AT&T account related to legacy services for PBX trucks.

This proactive approach led to the discovery of forty-six suspect services, culminating in impressive annual savings of approximately $817,000. This achievement highlighted the effectiveness of Tellennium's system in identifying and rectifying costly oversights and underscored the value of its swift and proactive service management.

Tellennium's strategic interventions led to tangible improvements in operational efficiency and financial performance, underscoring the value of a well-orchestrated telecom management plan.

Cost Savings

Besides saving $817,000 from legacy PBX trucks, an additional savings of $201,000 from an unused OC12 circuit was identified. These savings coupled with other miscellaneous savings recommendations and findings amounted to $2 million in just over a year, a substantial figure considering the scale of their telecom operations.

They achieved approximately $345,000 in mobile savings, primarily through strategic rate optimization and eliminating services with zero usage. This optimization not only reduced costs but also streamlined their mobile telecom services.

Improved Inventory Management

The transition to Tellennium's Management of Things® (MoT) platform significantly improved inventory management.

This enhancement provided them with greater transparency and control over their telecom resources, allowing for more effective monitoring and management of expenses.

Strategic Partnership and Trust

The successful implementation of Tellennium's solution fostered a strong, collaborative partnership between the two companies. As trust in Tellennium's capabilities has grown, we continue to expand our engagement, entrusting Tellennium with more aspects of its telecom management. This evolving relationship is a testament to the solutions' effectiveness and ongoing commitment to excellence.

The collaboration between our two companies has set a new standard in telecom expense management, demonstrating the significant benefits of a strategic, well-executed approach in a complex and demanding corporate environment.