

► Prioritizing End-User Experience in a Complex Telecom Environment

With an American Healthcare System

The client owns and operates hospitals and related healthcare entities in the United States. They operate both general and acute care hospitals for inpatient care, as well as outpatient care facilities.

The Situation

The client was on a legacy platform that was struggling under the weight of their telecom estate complexities. It was not just difficult for the end-user, it also couldn't keep up with the number of cost allocations needed for such a large organization.

The client needed a centralized platform that was flexible and user-friendly.

- 1 200+ locations, 4k+ cost allocations
- 2 Low estate visibility overall
- 3 Struggled with platform navigation and ease-of-use

The Calero Solution

Implementing a Seamless Experience through Telecom Expense Management

The client migrated to Calero.com to centralize telecom management and gain clearer visibility into spending and usage. Immediately, their telecom asset manager saw how much more automated and user-friendly the system was.

With accurate, comprehensive insight into inventory and expenses—and the ability to assign ownership across more than 4,000 cost centers—the client achieved a level of control their legacy tool couldn't support. Reports now generate in just a few clicks.

The result: efficient management of 50+ vendors, 8,000+ location codes, 4,000+ active cost centers, and 1,000+ master accounts. Calero scales seamlessly to handle even the largest telecom environments with:

- ✓ A **single pane of glass view** for their entire telecom expense estate
- ✓ Empowered governance decisions based off **unprecedented visibility**
- ✓ **Platform configurability** that easily handles their extensive cost allocations with ease and efficiency
- ✓ More time spent on strategic business objectives from the time saved through **automated invoice loading, processing, audit, and dispute processes**

Spend Less Time Loading & More Time Optimizing

Operational Wins with Calero

- Identified **savings of over \$960K** since platform migration
- **100% automated invoice loading rate**, freeing up employee time for strategic objectives
- Centralized telecom expense management view for **over 200 locations** across the United States

Human Wins with Calero

- **Improved end-user experience** with a seamless experience that is easy to navigate, even for employees who aren't power users of the platform
- Automated invoice and auditing-related tasks, **eliminating manual swivel-chairing** between vendor platforms
- **Expense allocations are no longer a headache** with a system that can handle a high volume of cost centers

Recognized by Gartner®

Gartner®

A More Secure Platform



EU GDPR
COMPLIANT



Three Things Every Executive Should Know

- 1 Visibility is power.** Without it, waste thrives and costs spiral.
- 2 End-user experience is paramount.** Platform adoption and ongoing buy-in is only made easier when the tool is easy to use and easy to navigate for all users.
- 3 Governance is an ongoing journey, not a one-time audit.** Ongoing visibility, trust in data, and actionable insights are recurring checkpoints in all companies.

► 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 ►