

Success Stories

Executive Summary

After a major data provider failed to deliver on the committed reduction in TEM expenses for this national healthcare and senior care living provider, the telecommunications expert was tasked with rectifying the issue.

Partnering with Calero-MDSL to diagnose issues and craft a sustainable strategy, they were able to achieve more than 30% in monthly savings and a 90% reduction in missing invoices. The expert reflected, "To have an impact and be effective you need the right tools: For me, this is Calero-MDSL."

Challenges

The national healthcare and senior living provider owns and operates senior residential communities across the United States, offering memory and respite care, independent and assisted living, short-term stays, and rehabilitation and wellness services. They have 21,000 employees and operate almost 250 clinics across 28 states.

With phone connections in every resident's room, heavy use of mobile devices, and clinics across the entire country, they have very complex and dynamic telecommunications needs. Several of the company's providers were unwilling to consolidate invoices, or even provide summaries. The onslaught of hundreds of invoices each month – compounded by postal service delays and lost mail – resulted in recurrent late-fee penalties and missed opportunities to qualify for volume discounts from the providers.

Lack of visibility into the actuals of services being used severely compromised its ability to validate and dispute any of the invoices. "I don't believe that it is malicious or necessarily intentional, but 99% of the errors made by telephone companies are in their own favor," observed the expert, "We needed accurate data to take back control."

Solution

For the telecommunications expert, "taking back control" entailed collaborating closely with Calero-MDSL for services and leveraging the company's telecom expense management (TEM) solution. To supplement the expert's own skills and increase bandwidth, they contracted with Calero-MDSL for an experienced invoice-loader/content-manager and an expense analyst to scrutinize and confirm invoices before paying.

The Calero-MDSL service delivery manager and a client success manager meet weekly with the telecommunications expert and their assigned team to cover tactical and strategic topics. The expert stated, "I couldn't ask for a better account team – the people we have are exceptional. They know the platform, they know the processes and they know my goals. Collaborating with Calero-MDSL has a wonderful effect on eliminating headaches!"

Technology Environment

\$7.2M

Annual Spend

\$2.4M

Annual Savings

40%

Drop in Invoices
Processed

90%

Reduction in Missing
Invoices

Calero-MDSL delivers visibility, control, and over \$2 million in savings to national healthcare and senior living provider.

Results

The Calero-MDSL content manager ensures that all accounts, large and small, are loaded into the platform so that they are identified and get paid on time. "The doggedness of contacting each vendor and getting every invoice in a timely fashion makes my life significantly easier," remarked the expert.

"The Calero-MDSL platform gives me infrastructure-wide visibility, and also the granularity to be able to drill down, deeper and deeper, until I locate the exact inventory item or individual charge that I need," noted the expert. "Having such easy access to this information enables me to have the impact on costs that my management team is looking for."

Integrations between the Calero-MDSL platform and the company's telco providers – using both EDI and portals – have eradicated the bulk of issues with lost or late physical invoices.

The healthcare and senior living provider has been able to slash its monthly telco-related costs by nearly **35%** – representing annual savings approaching **\$2,500,000** – and the number of individual invoices being processed each month has dropped by almost **40%**.

"Working with Calero-MDSL, I'm able to have a tangible impact on improving efficiencies and reducing operating costs: It feels good to know that I more than cover my annual salary each and every month in the savings I'm able to generate," commented the telecommunications expert.

The company has fully leveraged Calero-MDSL to support the complete communications lifecycle, from receiving, validating and processing invoices, through to expense management, usage, assets, and service support. The expert concluded, "My ultimate goal is to have things run smoothly and efficiently across the entire communications continuum: Calero-MDSL has helped me take back control."

What We Heard

"My ultimate goal is to have things run smoothly and efficiently across the entire communications continuum: Calero-MDSL has helped me take back control."

-- Telecommunications Expert --
Healthcare and Senior Living Provider

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Calero-MDSL: By the Numbers

\$22B+	Annual technology spend under management
3000+	Clients with the largest, most complex global technology environments
100+	Countries deployed
3M+	Mobile Devices