

INVOICE MANAGEMENT & COST ALLOCATION CASE STUDY

HEALTHCARE CLIENT

The healthcare client is a community system consisting of seven hospitals, numerous clinics and related services, employing over 6,800 staff members. The healthcare system has over 100 years of experience creating fresh approaches to today's healthcare challenges, including ongoing enhancements to maximize resources to provide the best care possible.

SUMMARY

Valicom has delivered an almost-immediate return on investment for our healthcare client over this ten-year relationship. Savings and efficiencies in their telecom environment allowed the client to focus on their top priority – serving their community with superior healthcare facilities and treatment options.

Telecom spend was large and complex, including over

\$2.5 MILLION

Annually in across 42 different locations

Services provided include:



Wireline and
Wireless Audit



Wireless
Optimization



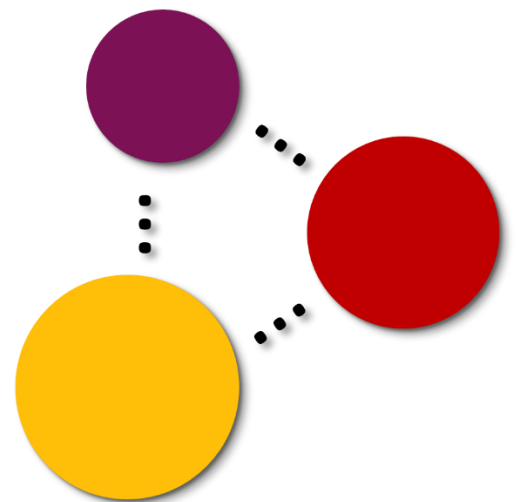
Contract
Negotiation



Invoice
Processing

WHO IS VALICOM?

Valicom is the leader in telecom and technology management services for mid-market, government and enterprise organizations. Valicom has leveraged over 25 years of experience mastering their Clearview SaaS software platform, plus a full suite of telecom expense and inventory management services to deliver visibility and control over voice, wireless and data environments.



THE BUSINESS CHALLENGE

The healthcare client approached Valicom in need of assistance reviewing and processing invoices. Their telecom environment was large and complex, including \$2.5 million in annual spend spread across 42. The client was struggling to manage invoices for accurate and timely payment. Mergers and acquisitions of new clinics and facilities added complexity and growing pains to their efforts.

The client knew their costs were out of control, but they did not have the internal resources to stop them from spiraling higher each month. They wanted to perform regular invoice audits – but the sheer volume of invoices made this a difficult and time-consuming task. They desperately needed improved and efficient processes to free up their internal team for higher-priority IT tasks.

THE VALICOM SOLUTION

With only five employees dedicated to IT and telecom management, the client needed additional telecom experts in their corner. Valicom quickly built a team and process around invoice review, approval, and payment.

To address frequent system mergers and acquisitions, Valicom also assisted with creating consistencies and coherent processes to unify disjointed telecom environments. Another core focus was better cost allocation. This initiative has allowed the healthcare client to distribute telecom costs to various locations and departments, precisely and fairly.

The result of these initiatives – efficient invoice processing, consistent procedures across locations, and precise cost allocation – have allowed smooth growth within the expansive healthcare system.



Valicom brings so much telecom expertise to the table. Their knowledge means that we can lean on them for more than just invoice processing and payment. We can rely on Valicom to investigate new technology and wireless services which frees up our internal team. Another value we derive from the relationship is the cost savings of having dedicated experts reviewing our invoices each month and making suggestions for optimization.

-Network Engineer



As of January, 2017 we are pleased to release a total six-year savings of

\$684,030

*This is a hard-dollar savings derived from expense management monitoring install charges, invoice errors, credits, unused services, and more – it does not account for time/salary savings.