

WAN AUDIT & INVENTORY MANAGEMENT CASE STUDY

HOSPITALITY CLIENT

This client is one of the largest hospitality companies in the world and has been continuously growing over the past 90 years. With thousands of properties across the globe, they employ over 150,000 staff members and their annual telecom spend averages \$50 million. The numerous locations add complexity to their telecom spend.

SUMMARY

Valicom optimizes return on investment for its clients, which it delivered through telecom inventory tracking, contract review, and cost allocation. This allowed the largest of Valicom's clients to focus on their ultimate priority – serving the millions of guests visiting their hotels and resorts every year.

\$50 MILLION
in annual telecom spend

SERVICES INCLUDE



WAN Audit



WAN Inventory



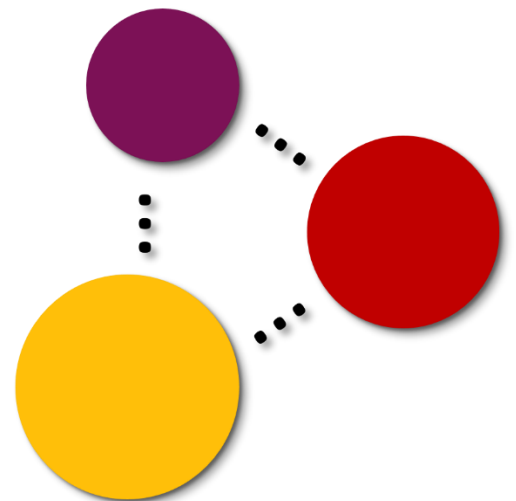
Contract Review



Cost Allocation

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 hospitality client approached Valicom in need of a large scale, comprehensive WAN audit and inventory overhaul in February of 2013. With a multi-million dollar annual telecom spend, the client was having a hard time accounting for, and controlling their budget year over year.

The client's initial focus was their WAN inventory and accounts, specifically to address a significant over expenditure in 2012. During early conversations with the client, they were unable to pinpoint areas responsible for these overages.

They needed assistance identifying potential billing and contract compliance issues and other cost reduction opportunities. By deploying a full inventory audit and ongoing inventory management, the client hoped to understand their actual costs and build a strategy to control these costs moving forward.

THE VALICOM SOLUTION

Before establishing a relationship with Valicom, the hospitality client was not actively tracking WAN inventory across their thousands of locations. Valicom's primary task was a complete review of existing contracts, and then the creation of an itemized inventory with existing costs deployed at each of their locations. Utilizing invoice and web portal access, Valicom quickly developed a detailed inventory, conducted a comprehensive billing audit, and reviewed existing contracts for compliance. The result was a savings of **\$1.2 million**.

Valicom also provided detailed cost allocation for the hospitality client's WAN invoices, down to the circuit, site and department levels. Detailed cost allocation allowed the client to charge back a significant portion of WAN costs to the responsible location and departments. Efforts in better cost allocation and visibility across the hospitality sites have saved corporate over **\$6.2 million** to date.

**\$6.2
MILLION**

in savings from
TEM control via
Clearview access
and inventory
management.

**\$1.2
MILLION**

in savings from the
comprehensive
billing audit.