Hospitality Case Study Update

One of the largest hospitality providers in the world sought a WAN audit, contract review, cost allocation, and TEM software to manage over $50 Million in WAN spend.

Before establishing the relationship with Valicom, the client wasn’t actively tracking WAN inventory across their thousands of locations. The first priority was a complete review of existing contracts followed by 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
- reviewed existing contracts for compliance.

The initial audit resulted in a $1.2 Million savings.

The IT Department was collecting all IT related invoices at a central mailbox and utilizing manual workflows via email for coding and approvals. Managing and approving invoices with these existing processes demanded a significant amount of time and resources for all involved and did not provide a reliable electronic backup for all approved documentation.

Due to the vast number of processed invoices, a central repository for all invoices, coding, and approvals was needed to reduce the processing and approval burden on the IT team and provide AP/IT with proper invoice approval documentation.
Valicom’s project managers and developers listened to the needs of this hospitality client and discovered an opportunity for further enhancement of Valicom’s web-based TEM tool, Clearview. After a few months of coding and testing, Valicom was able to address the client’s needs with an added feature to Clearview, the **Invoice Approval Tool**, which brought immediate results, including:

- Automated approval process via secure links.
- Visibility into invoices in real time.
- Tailored invoice reporting to meet specific department’s needs to obtain visibility (who, what, when, amount).
- Audit markers to assist in identifying variance and billing issues.
- Multiple approvers simultaneously and/or hierarchical.
- Secure Single Sign-on Access (SSO) via network connection – no need to manage passwords with no added credentials required.

**Clearview integrates with any Accounts Payable software, financial tools and Human Resources software.**

With ongoing invoice and contract review, paired with back-office TEM support, **Valicom was able to save the client a total of $6.2 Million.**

Extremely pleased with these results, the client added additional environments to the mix, signing a five-year renewal. Managed environments now include:

- IT Management
- Non-WAN
- International

Adding up to over **$270 Million in annual spend** and nearly **6,000 invoices** processed annually.

Valicom will continue to reflect expense reduction based on implementation of Uno-net (next generation Wi-Fi for hotels) new technology infrastructure. Larger pipes will be required from Amazon Data Centers to the Edge-Network and the costs and traffic will be shifting which will require proactive technology expense management.

Valicom’s TEM solutions allow this client to focus on their ultimate priority – **serving the millions of guests visiting their hotels and resorts every year.**