



Data Integration Automation Recoups 6 Man-Days Of Manual Work Per Month

To replace expensive manual data processing of phone call statements, a company implemented a CloverDX automated data integration solution. The solution also enables efficient and transparent monitoring and evaluation of company-wide call patterns and rates, reducing phone bill expenditures by 37%.

A subsidiary of an international company had phone invoices sent from providers in three incompatible formats, making electronic merging and processing impossible. To analyze these invoices, values had to be manually entered into spreadsheets. The spreadsheets were updated every few months, but this caused inconsistencies in historical data. Overall, the company was spending 6 man-days per month handling the burdensome task manually. They sought a solution that could automate the process.

37% cost savings

6 man-days per month savings



Monitoring And Transparency To Understand Mounting Costs

The company's phone bill—\$44,000 monthly—had been growing by 24% per year, but it was difficult to gather adequate insight as to why. The company required a solution that would enable them to automate phone bill processing, develop an efficient calls monitoring system through bill analysis, and monitor private and company phone usage to determine the best possible call rates. All call records were to be merged into one transparent format for further processing and evaluation. They chose CloverDX to successfully address these requirements with a data integration solution.

Results

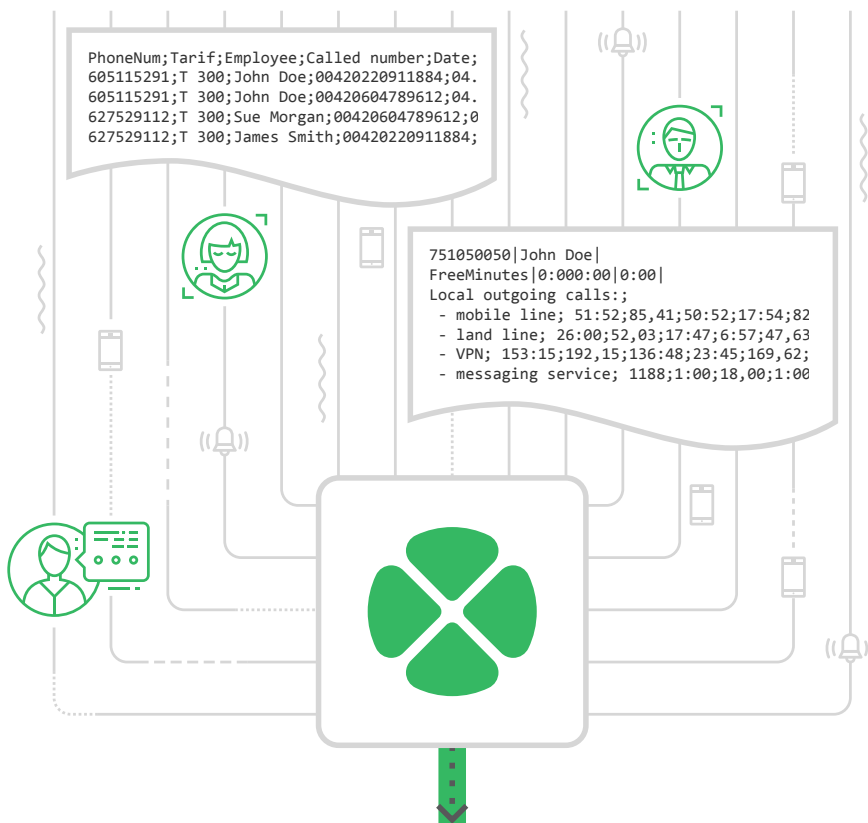
- Consolidating call detail records from various telecommunications operators into a uniform structure
- Process automation saves manpower and eliminates human errors
- Calls audit reduces misuse of company phone policy
- Optimized phone rates by switching to the most cost-efficient provider
- 37% cost savings annually

An Automated Data Integration Solution With CloverDX

Our team implemented a solution to consolidate data from all inputs into a uniform structure to enable better subsequent processing. Automation replaced laborious manual processing and also minimized the possibility of human error. Additionally, the implementation of standard test and conversion techniques through CloverDX speed up development and improved the quality of system updates.

The company can now break down telephone expenses by person, department, or project, which not only enables the IT department to work more efficiently and but also gives the management the opportunity to implement better policies for private phone usage.

We also included an additional reporting option to supplement the solution package. With real historical data on hand, the company is also able to choose the most cost effective telephone plan from each provider.



	A	B	C	D	E	F
1	SourceId	Operator	PhoneNo	Employee	Date	CalledNo
2	200604	Operator1	605115291	John Doe	04.01.17	420724010011
3	200604	Operator1	605115292	John Doe	04.01.17	420711222011
4	200604	Operator2	751010050	John Doe	04.01.17	420724010011
5	200604	Operator1	627529112	Sue Morgan	04.01.17	420602706711
6	200604	Operator1	634115291	James Smith	04.01.17	316331867670

Issues To Resolve

- Phone invoices in 3 different formats, not suitable for electronic processing
- Cumbersome manual phone bill evaluation
- Expensive and inaccurate manual processing
- Mounting phone bill costs without transparency

Delivery

- Automated phone bill processing
- Efficient calls monitoring system by bill analysis
- Monitoring system for private and company phone usage
- Reports for phone expenses per person/project/department