

Leading food and facilities management provider

Leading food and facilities management provider achieves over \$1.7M in savings and 307 percent ROI using the IBM Emptoris Rivermine Telecom Expense Management Solution

Overview

The need

The company needed a robust telecom expense management solution to support the complex telecom requirements of their highly mobile and distributed workforce, centralize their telecom operations and help ensure compliance with corporate policies and contracts.

The solution

The company purchased the IBM® Emptoris® Rivermine® Telecom Expense Management On Cloud managed services for their mobile and wireline telecom environment.

The benefit

Use of the IBM Emptoris Rivermine Telecom Expense Management On Cloud managed services helped the company reduce their overall mobile spend by over \$1.7M and achieve an ROI of 307 percent in one year.

Telecom expense management challenges of a large food services company with a highly mobile and distributed workforce

This North American subsidiary of a global leader in food and facilities management has over 120,000 employees and 6,000 sites, serving 10 million consumers daily across a variety of industries, including corporate, health care, government and education.

Due to the vast, highly mobile and distributed composition of their workforce, this company relies on thousands of mobile devices to conduct their business.

A long-term customer of IBM® Emptoris® Rivermine® Telecom Expense Management solutions, this company initially struggled with a decentralized telecom operation handled by a small telecom team where each of their numerous business units ordered their own mobile services individually and forwarded the bills to corporate accounting. Without a centralized system, the company could not track or verify bill accuracy or maintain an accurate inventory of current assets, which often resulted in overpayment for telecom services.

In addition, employees ordered mobile equipment and plans individually without corporate-level policies or contracts in place. This meant that the company missed out on the opportunity to consolidate and leverage their corporate buying power to achieve significant savings on their mobile spend.

The IBM Emptoris Rivermine Telecom Expense Management solution addresses the organization's TEM challenges

In order to gain control over their growing wireline and mobile telecom costs while empowering their expanding mobile workforce, the company decided to centralize their telecom operations and processes and selected the IBM Emptoris Rivermine Telecom Expense Management solution to achieve this objective. They purchased the IBM® Emptoris® Rivermine® Telecom Expense Management on Cloud - Mobile managed services that included an end-user telecom portal for employee self-service, order fulfillment, reporting, optimization, and



Solution components

- IBM Emptoris Rivermine Telecom Expense Management on Cloud Standard Edition
 - IBM Emptoris Rivermine Telecom Expense Management on Cloud - Mobile
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feature and threshold auditing. They also purchased IBM® Emptoris® Rivermine® Telecom Expense Management on Cloud Standard Edition managed services for their wireline assets. In addition, IBM provides the company with services around daily Human Resources (HR) and location file processing and SAP allocation record creation in order to maintain the telecom portal and help ensure the accuracy of the data contained within.

The IBM Emptoris Rivermine Telecom Expense Management solution enables the organization to achieve substantial results

The company started realizing benefits more quickly after the first phase of implementation by streamlining the ordering process for their mobile assets and multi-vendor rate plans for their end-users. Their entire mobile lifecycle is managed in the IBM Emptoris Rivermine Telecom Expense Management solution, including ordering, provisioning and MACD (move, add, change, disconnect) activities of their mobile assets; maintenance of an accurate inventory of active mobile assets; and automatic verification of invoices from the service provider against contract terms and the assets currently in use.

The enhanced capabilities facilitated by the IBM Emptoris Rivermine Telecom Expense Management solution enabled the company to centralize their telecom operations into one organization, better define telecom policies and procedures and yield substantial benefits. Using the capabilities of the IBM Emptoris Rivermine Telecom Expense Management software and managed services, the company has empowered a small but efficient core telecom operations team to manage a large volume of telecom spend. The ability to maintain an accurate inventory meant no longer paying for telecom assets that have been decommissioned. The central management of mobile activity, including monitoring usage at the individual employee level, enabled the telecom team to switch plans swiftly to match actual requirements and place specific mobile users into “pool” plans. In addition, the company leveraged the visibility they gained across their telecom assets and plans and utilized the information collected by the IBM Emptoris Rivermine Telecom Expense Management solution to consolidate numerous carrier statements into a single bill per vendor. They streamlined invoice processing whereby carrier invoices are now submitted to them electronically and automatically checked against existing contracts and inventory.

In addition, the company’s end-users have been utilizing the IBM telecom portal, which provides the self-service convenience of using one central system to place electronic service orders, track provisioning and submit trouble tickets. The IBM Emptoris Rivermine Telecom Expense Management on Cloud managed services team manages the service requests that come through the portal, processes them, and submits the orders to vendors. In one year, IBM processed nearly 8,100

mobile orders on behalf of the company. The company is considering expanding the telecom assets offered through the portal to include eFax and calling cards, as well as DSL and POTS lines.

A long term partner for the company, IBM has continued to generate savings for the company and help them improve their TEM processes. IBM has been providing the company with routine audits and voice optimization analyses, which resulted in sustained Cost per Minute rates of less than \$0.05 for voice usage and expenses across 3 carriers. In addition, while the volume of data used by the company's employees increased by over 50 percent over the last 12 months due to an upswing in the adoption and usage of smartphones, IBM has helped the company maintain the cost for data access and usage fees across their carriers.

Proactive account assessments by IBM that focused on zero usage cancellations, text plan changes, and voice optimization resulted in significant savings for the company. IBM's voice optimization recommendations resulted in \$390,000 in annualized savings, while text plan changes and zero usage cancellation projects amounted to significant savings of \$505,000 and \$667,000 respectively. Just in one year, the IBM Emptoris Rivermine Telecom Expense Management On Cloud managed services team helped this company attain over \$1.7 million in savings and a 307 percent return on investment.



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