

## Executive Summary

The company is a leading provider of home medical equipment and serves several million patients each year. A spokesperson for the company's telecom group noted, "We provide support wherever our clients need it: we are always moving! My team meets weekly with our real estate group to make sure that the telecom infrastructure is in place, for both data and voice: wireline and wireless."

The company uses the Calero-MDSL Telecom Expense Management (TEM) platform across its expansive and continually changing environment. "Despite the volatility of our infrastructure, Calero-MDSL has been instrumental in helping to identify and track our inventory, resulting in multi-million-dollar savings for us," the spokesperson described.

## Challenges

With telcom-related expenses originally running at \$25M per annum, even small percentage improvements in costs can result in significant bottom-line returns. The existing TEM solution struggled to provide accurate insights into the company's communications landscape. "We just couldn't reconcile our inventories or usage with what the providers were telling us," reflected the telecom spokesperson. "It was just impossible to try to manage the situation."

Even before the global pandemic, keeping up with the locations and usage of the company's highly mobile workforce was extremely demanding. The spokesperson noted, "With COVID-19, the majority of our thousands of onshore and offshore personnel began working from home. Almost overnight we had to get everyone on to a VPN and provide support for equipment in thousands of employees' houses, as well as our facilities that remained open. All of our call centers became virtual. Overall, it was very challenging!"

In addition to the provisioning and setup expenses, there was a hidden cost associated with the change of locations. The spokesperson shared, "With each move, employees call-forwarded their phones – with many making multiple hops – and we were charged an additional fee for every single one. We very quickly had thousands of forwarded phones that we needed to correlate and manage against our telecom contracts and invoices."

## Solution

The company deployed the Calero-MDSL telecom expense management solution, leveraging Wireline, Call Accounting and Invoice Management to completely rebuild its inventory.

The spokesperson observed, "With Calero-MDSL my team can view accurate diagrams of our telecom footprint for each location. We now know where all the circuits and circuit IDs are located: This alone has been a colossal step forward in efficiently managing our environment."

They continued, "The Calero-MDSL platform delivers extremely precise data that my team constantly leverages. I can roll up this information to create justifications to present to my CIO and CFO supporting our telecom road map and budget."

With the Calero-MDSL platform, the company's telecom group can monitor phone lines by each provider and hold them accountable for their contracts. "Calero-MDSL has removed much of the heavy-lifting my team used to endure to verify that billings were correct," the spokesperson commented. "Now they can focus on higher-impact tasks that directly support our operations."

## Success Stories

Calero-MDSL delivers visibility, control and adaptability for major healthcare equipment provider.

## Results

Over the last three years, Calero-MDSL has been a key contributor in assisting the healthcare equipment provider with dropping its total annual telecom costs from \$25M down to \$19M, by providing the visibility needed to make informed decisions. "I get incredibly good data from the platform – we now believe our reports! The visibility it delivers has enabled us to right-size every location; resulting in the removal of many thousands of lines," the spokesperson revealed. "We couldn't have done this without Calero-MDSL."

They added, "We've also been able to use Calero-MDSL to make behavioral changes across the organization, including educating our general managers on how to optimize telecom usage and expenditures at their location: Things like avoiding offering a legacy 1-800 number, when a direct line to a patient is cheaper, more convenient and faster."

The healthcare equipment provider also is supporting many new telehealth initiatives implemented by healthcare providers during the pandemic. The spokesperson elaborated, "We use Calero-MDSL to track the many thousands of mobile devices – such as cell phones and iPads – we have deployed. The iPads are used by patients to remotely sign medical forms and spare them from making an in-facility visit. We know exactly how many devices we have and where they are located."

The telecom spokesperson concluded, "We've been very happy with the strides Calero-MDSL has taken to make our world easier. Our Calero-MDSL team is 'top-notch' – understanding the services we need to provide to our users, so they, in turn, can meet the needs of our customers and patients."

# Success Stories

## Technology Environment

**\$19M**

Current Annual Spend

**\$6M**

Annual Savings  
from 3-Years Ago

## Calero-MDSL: By the Numbers

**\$22B+**

Annual technology spend under management

**3000+**

Clients with the largest, most complex global technology environments

**100+**

Countries deployed

**3M+**

Mobile Devices