CASE STUDY

Federal Civilian Agency

A complete digital transformation yields millions in savings per year.

MetTel deployed a digital solution for this federal civilian agency with automated and uniform processes for telecom asset and invoice management. The agency now has a single pane view into its complete telecom system including billing, inventory, usage and repairs.

Customer

Our customer is a cabinet-level agency with over 100,000 employees operating out of 14,000 offices worldwide. If all public and private companies were to be compared equally, it would be the sixth largest employer in the country.

Challenge

This agency manually keyed thousands of telecom bills each month from hundreds of vendors on a legacy, on-premise computing system that was labor-intensive, complicated and failed to provide sufficient functionality. Due in part to the high human error rate during its complicated invoice processing system, the agency incurred erroneous fees and vendor charges costing nearly $2 million annually. It often experienced billing errors and delinquencies and had no insight into unusual spending patterns or incorrect charges such as paying for services at closed locations. The agency needed an automated and transparent vendor management system to correct these shortcomings and save taxpayer dollars. These added controls would have a major impact on its ability to comply with the government mandate for agencies to reduce telecommunications costs.

For more info, contact your MetTel agent or visit **mettel.net**.

Summary

COMPANY PROFILE

- One of the largest civilian agencies
- Customer since 2012

CHALLENGE

- Aging infrastructure
- 10,954 unique billing accounts
- 692 vendors
- 168,347 invoices received annually
- Old systems for invoice management with inconsistent data imports and erroneous payments
- Complex hierarchy and cost center structures

FEATURED SOLUTIONS

- Bruin Platform: Manage inventory, usage, spend, reporting and repairs

KEY RESULTS

- Converted 7,678 paper bills to digital
- Consolidated 19,500 service accounts
- 66,000 mobile lines were classified across all wireless carriers
- Clean inventory of all services and assets
- Permission settings based on role
- $8 million in savings in the first two years
- More efficient process
- All data is accessible online

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Solution

MetTel deployed the Bruin communication management platform to provide transparency into the agency's telecommunications system. With its complete onboarding protocol, which included custom billing account set-up, the establishment of user hierarchies (with related permissions), automated data import and full vendor integration, the agency's complete migration was accomplished within just one year. With Bruin, the agency now can monitor and manage:

BILLING

MetTel consolidated all telecom related invoices from hundreds of vendors into a single view for all inventory and assets. In addition, Bruin provides complete transparency into all locations and charges, billing errors, delinquencies, suspicious charges, and unusual spending patterns.

ORDERING

The agency can easily order new services based on a custom product catalog. A hierarchy of locations, groups, and roles is established to allow different users to obtain different views of the catalog.

HELP DESK & TROUBLE TICKETING

The agency can easily submit tickets and track updates within Bruin. In addition, it has a dedicated customer service contact to answer questions and troubleshoot problems.

ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

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REPORTING

The agency has easy access to standard and custom reports, including variances, usage, spend, and trouble ticket activity.

INVENTORY / ASSET MANAGEMENT

Users have access to the inventory database, controlled by user ID, password, and user role, so they can retrieve anything from a high-level inventory view to a line level view.

MOBILE MANAGEMENT

The agency can easily manage all mobile plans, including changing plans, upgrading devices or suspending unused services.

USAGE & COST ANALYSIS

The agency can proactively monitor all its equipment and usage, which is essential to controlling costs.

Results & Impact

COMPANY PROFILE

- Data consistency with uniform invoice structures
- Modernized invoice management, procurement and IT support functionality
- Multi-tiered permissions by rank and department for security and workflow
- Reporting on asset distribution, spend and usage
- Conversion of 7,678 paper bills to electronic format
- Consolidation of 19,500 service accounts
- After a four month implementation, 80 percent of the agency's accounts were migrated to Bruin resulting in nearly $8 million in savings within the first two years.

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