

# Strategic Audit of Telecom Footprint Saves University \$13 Million in Telecom and IT Billing Errors

## Inventory Management



### Client

Private research university with 10,000-member student body, large campus environment, with various suppliers supporting voice, data and cloud needs.

### Challenge

The University desired to transition and modernize its legacy network in order to reduce cost, increase technological capabilities and provide a better enduser experience to its students and faculty.

The University needed a complete and accurate telecom inventory to ensure success, security and avoid risks of service interruption and unexpected costs.

Neither the outsourced IT expert, the TEM provider nor the telecom services providers have the network inventory expertise needed to successfully create and manage a complete telecom inventory. The project was experiencing delays, and while some assets were transitioned, others were stranded and continued to bill in error. The risk of cutting something blindly left the CIO helpless.

Additionally, the legacy service providers issued unexpected and substantial back-bills, which further complicated matters, as the University had no way to validate.

### Solution

Sage loaded all IT and telecom service provider contracts, invoices, tickets and orders into its proprietary inFuse application for correlation, normalization and audit.

Sage produced site audit templates. They also deployed field technicians and audited all services to identify and tie down all legacy equipment for migration or decommissioning.

Sage strategically audited the entire telecom footprint to identify overbillings and opportunities for network and contract optimization.

Sage implemented inFuse for ongoing visibility and financial assurance. The University now has complete and granular visibility into their network, confidence in their data and a powerful mechanism to ensure contract compliance, financial assurance and ongoing network management.

### Results

- \$10 Million in telecom billing errors
- \$3 Million in IT billing errors
- Reduced recurring monthly service provider expenses from \$350,000 to \$50,000
- Offset the back-bill liability with disputes resulting in a net gain of \$6 Million

### Testimonial

"Even with a TEM in place, Sage saved [the University] millions and provided us with complete visibility into our IT infrastructure."

University CFO.