



Background

Henry Schein, Inc. is the largest distributor of healthcare products and services to office-based practitioners in North America and Europe. The company currently serves close to half of the estimated 250,000 U.S. office-based physician practices, surgical centers and other alternate-care sites, offering a selection of nearly 40,000 products in stock and many more as special-order items.

Challenges

With over 3,000 wireless devices in employees' hands across the country, Henry Schein Inc. had a lot to keep track of. But dealing with hard-copy spreadsheets from their wireless vendors, it was next to impossible to stay on top of it all. "We were basically paying bills on the fly," said Dorit Sikavi, Senior Purchasing Specialist. "There just wasn't time to verify everything. The best we could do was eyeball and sign." The truth is, they didn't even know how many devices they had—or how much their wireless spend really was. "We thought we were spending about \$1.5 million, but the real number (as we found out when Comview came in) was closer to \$3.5 million," Tom Pavone, VP of Infrastructure, said.

Solution and Results

"Comview was already doing Call Detail Reporting for us, so we knew their track record—and how reasonable their pricing is," Pavone said. "We knew how efficient and diligent they are," added Sikavi. "Comview started by importing all the vendor data—digitizing and automating the process, and eliminating all those printed bills.

"We have total control now. We couldn't have done it without Comview."

Dorit Sikavi, Senior Purchasing Specialist

Next, they analyzed all our plans, to determine exactly what we had, what we were paying for, what was being used and NOT being used."

"Based on their recommendations—and armed with the knowledge their analysis provided—we were able to renegotiate with our vendors. Right off the bat, that saved us a quarter of a million dollars. On top of that, we were able to save another \$150,000 in cleanup, thanks to up-to-date information on devices that were no longer in use."

"Then there was text messaging. People were texting when it wasn't included in their plan. It turns out, only a few actually need it. That piece of information is saving us another \$3,000 a month!"

About Comview



Comview's flagship integrated telecom management offering combines Telecom Invoice Processing, Wireless and IT Asset Management, Procurement and Call Accounting in a single integrated platform. Comview's managed service/BPO approach and "customer for life" philosophy provide customers with the highest level of service and support and sustainable ROI. Comview's services are used by major organizations throughout the U.S. and abroad. Learn more at www.ComviewCorp.com

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