



## Case Studies in Successful TEM Program Deployments

**C O M  I E W**

**TOTAL TALK MANAGEMENT**

**Spotlight: Henry Ford Health System**



May 2012



## TEM Program Deployment Case Study

### Background

Founded in 1915 by auto pioneer Henry Ford and with more than 23,000 employees, Henry Ford Health System is the fifth-largest employer in metro Detroit. The organization is comprised of hospitals, medical centers and one of the nation's largest group practices, the Henry Ford Medical Group, which includes more than 1,200 physicians practicing in over 40 specialties.

Henry Ford determined it needed better visibility and control over the telecom environment. In an effort to accomplish these objectives, they hired a local TEM supplier to assist them in managing their environment. The initial program focused specifically on wireline telecom services. However, the organization soon realized the solution was not meeting their needs. Among the issues the company encountered was:

#### Henry Ford Quote

"We needed a fully integrated wireline / wireless solution with call accounting capabilities. Thankfully, we found Comview."

Ed Ivone  
Director of Network  
Telecommunications

- Invoices were not being validated back to contracts
- Difficulty in producing meaningful telecom reports
- Lack of call accounting solution

While continuing to resolve these issues, Henry Ford decided to incorporate wireless telecom services into their TEM management strategy. The supplier's technology solution was unable to handle the wireless reporting needs of the organization. The company was spending countless hours producing information and reports outside of the tool, using spreadsheets as their primary reporting vehicle.

The company now realized they needed a fully integrated call accounting and wireline / wireless TEM solution. The organization searched for a solution that would satisfy these requirements and found Comview Corporation.



## TEM Program Deployment Case Study

### AOTMP PERFORMANCE COMPARISON

The average time for enterprise TEM programs to reach steady-state implementation is **8 months**. Henry Ford achieved this with Comview **in 3 months**.

### Results with Comview

During the first year of the program, Henry Ford achieved **\$1.5 million** in annual telecom savings.

## Results

With Comview, a positive impact was immediately realized. The organization was able to generate substantial financial savings and implement streamlined processes which allowed the staff at Henry Ford to concentrate on other mission critical activities for the organization. Prior to Comview, the company produced cost allocation chargeback reports manually. This entire process is now fully automated with the Comview solution.

As Henry Ford states, "With Comview, we achieved significant financial savings across our telecom environment. We are no longer performing time-consuming and error-prone activities through spreadsheets which saved us a significant amount of time."

### Results Achieved with Comview

- Inventory built / system up and running within 60 days (wireline and wireless)
- Implemented an integrated call accounting solution which processes data across 30,000 stations and 14 different locations.
- Replaced laborious manual processes utilizing spreadsheets with automated management and reporting tool
- Initial wireless optimization yielded savings of \$160,000
- Voice network optimization yielded annual savings of \$250,000
- Total wireline savings for year one = \$900,000
- Total wireless savings for year one = \$600,000
- Total telecom savings for year one = \$1.5 million

After program implementation, enterprises oftentimes experience a lack of service and support from their supplier. As Henry Ford mentions, they have encountered no such issues with Comview. "Comview has been exceedingly responsive to requests and issues. They have been nothing short of outstanding in being able to respond in a timely manner."



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### **About AOTMP**

AOTMP is a leading authority on driving efficiency and performance into enterprise fixed and mobile telecom environments. Our proprietary framework, methodologies and industry best practices bring a unique and disciplined approach that delivers significant and measurable improvement in financial and operational efficiency to our clients' telecom management programs.

From Fortune 50, small and medium businesses, to public sector markets and industry suppliers, organizations seeking to reach peak performance with their telecom expense management (TEM) and wireless mobility management (WMM) programs turn to AOTMP. Our industry thought leaders, global knowledge, proprietary performance index, certification programs, and unparalleled benchmarking data drive a complete fixed and mobile telecom environment management approach.

### **About Comview**

The firm's flagship offering, Total Talk Management, 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. For additional information about Comview, visit their website at [www.comviewcorp.com](http://www.comviewcorp.com) or call 631-935-1901.

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