

Healthcare Provider Sees Ongoing Telecom Savings



Healthcare organizations look everywhere to control costs without sacrificing care. Five years ago, a 50-campus hospital system turned to Cass for help with telecom expense management (TEM). By relying on Cass experts, who scrutinize even small costs, the healthcare provider continues to realize significant savings, year after year.

How Did They Save?

Cass processes all of the organization's telecom invoices and manages its telecom inventory, which includes identifying nearly **75,000 circuits** to ensure each is active and properly billed.

Cass processes nearly **15,000 invoices** for this client and looks for rate discrepancies. Such audit findings result in thousands of dollars of monthly savings. But Cass doesn't stop there. It finds additional, smaller savings that likely would be missed by other TEM providers — unauthorized third-party billing charges of less than \$5 and numerous \$1.50 charges for a *69 calling feature. Due to invoice volume, these overcharges grow in significance over time.

Still Saving Today?

In the fifth year of its relationship with Cass, this client realized annualized savings of nearly **\$400,000**, a 5% reduction. Total savings over the first five years is **\$2.91 million**.

Most telecom veterans expect to see the bulk of their TEM program savings in the first year, but little afterward. Cass clients, however, realize significant savings beyond that first year—primarily due to Cass' granular audit methodology.

Why Do They Continue to Save?

New contracts, new circuits and new issues constantly develop, and Cass seizes every opportunity. Cass obsesses over details without losing site of the big picture. This healthcare provider's results would have been far less if Cass focused solely on low-hanging fruit—the big items that are quickly and easily identified. Cass goes further: Detailed audits reveal small but recurring errors. And the small recoveries, combined with the less frequent large ones, generate significant results year after year.



Key Stats



15,000
invoices

75,000
circuits

↓ 5%
COSTS

\$400,000
annual savings

\$2.9 MILLION
cumulative savings

Key Services

SOLUTION: CASS TEM
Telecom Expense Management

- Invoice Processing
- Auditing
- Dispute Management

