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Success Story

Telecare Corporation

vCom helped this behavioral health services company automate invoice processing and gain visibility into their IT environment, leading to incredible cost-savings and greater governance.

Background

Telecare provides recovery-focused services for persons with mental illness and complex needs. They design their services to respond to local needs and function as a strategic, accountable, and experienced partner within systems of care. Headquartered in California, they currently provide services in five states with more than 4,000 employees.

> "We see a lot of value in vManager. Now, we can easily go in and look for information from a central place"
>
> **Annette Ruah** , Manager of Infrastructure Engineering

Challenge

Telecare's IT support team struggled managing their mobile environment. Using manual processes with limited resources to manage over 2,000 lines across 150+ locations and teams was unsustainable. Every move, add, change, and disconnect had to be manually input and updated into spreadsheets, with 400–500 orders each quarter. To make matters worse, "Our main person who processed the mobile procurement and invoicing retired. The invoicing was very manual and dated and moving away from it was very difficult without the person who had been doing it before. It became almost unbearable," said Annette Ruah, Manager of Infrastructure Engineering. According to Ruah, when it came to processing invoices, "it would take 4-5 hours each month to get it done," having to ensure accurate bill reconciliation and cost allocation of each line.

The organization was plagued with expensive overages, causing usage to spike and go out of plan. "I think there was one user that was almost at a terabyte of downloads," said Jeannie Morais, Sr. IT Support Manager. With limited resources, it was difficult to effectively manage the environment. Provider support was challenging, and direct communication with a dedicated point of contact was not always an option. The team found their vendor portal unstable, whether for customer service, procurement of devices, or visibility into data usage. And without proactive management from the carrier, Telecare had little insight into usage until it was too late. "It was a lot of breakdown in communication with the major carrier and not keeping an eye on our data. We're small potatoes to them...the carrier didn't really pay a lot of attention to us," said Morais.

? Challenge

- Manual invoice processing of mobile inventory across locations, including GL coding & A/P posting

- Experienced constant data overages, causing usage to spike and go out of plan

- Poor provider support

Solution

- Leverage vManager to gain accurate visibility into their IT invoices, orders, inventory, tickets, and device utilization reports.

- Automation of invoice reconciliation and cost allocation, streamlining the invoicing and payment process

- Utilize vCom's dedicated support team to assist with tickets and escalations

✓ Benefits

- Full visibility into their assets, resulting in better governance and significant cost-savings

- Significant time and labor savings via automating processes

- A single support team with reduced downtime and improved support

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By the Numbers

Founded	Locations	Decrease in MB Cost	Annual Savings
1965	150+	21%	$254,000

Transformation

Having previously established a relationship with vCom to manage their network assets, the Telecare team began by building an accurate inventory of mobile devices within the vManager platform, eliminating the need to use the provider's portal, and giving Telecare centralized visibility into invoices, inventory, orders, tickets, and device utilization reports. All necessary employee data is automatically tied to each order and asset, reducing the time spent entering trouble tickets and managing their mobile environment, while also increasing accuracy and efficiency. The team then worked with vCom to streamline the invoicing and payment process, automating the burden of invoice reconciliation and cost allocation.

Telecare has utilized vCom to augment their limited resources, eliminating the need to process tickets or spend hours on calls in pursuit of resolutions. They have instituted a regular review of plan configurations to ensure an optimal state and make proactive pool adjustments every month to prevent overages. "vCom gave us more of a white glove treatment and values the business with Telecare. We're always getting what we need before we even know it with vCom, especially when it comes to data," said Morais. Visibility into mobile device overages has also enabled greater governance and help reduce costs.

Results

"Being able to outsource so much to vCom has been beneficial to us because things get provisioned quickly and on time. We would've had to hire another person, and even then, I don't think it would have been sustainable. Now, we have a whole team at vCom that is processing our orders versus two people," continued Morais.

The transformation of Telecare's mobility management has led to exceptional time savings:

- Average 411 hours per month saved on trouble tickets and order management
- Average 93 hours per month saved on AP allocation process

And despite a 13% increase in the number of devices and a 36% increase in data usage in one year, by working with vCom, Telecare was able to optimize their costs and see a significant savings in multiple areas:

- $2.61 reduction in average cost per device
- $21,140.82/month usage cost avoidance
- 21% reduction in per GB cost per device
- $254,000 in annualized savings

The time and cost savings has had a substantial effect on the team, who have plans to dive further into utilization patterns and costs to improve governance as well as further reduce waste and provide more value to the organization at large.

With eyes looking forward, the team is more equipped than prior years, to meet the company's changing needs.

About vCom

vCom Solutions provides time, information, and savings opportunities to transform your IT organization.

Find out more about how we can help your business at vComSolutions.com.

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