



CASE STUDY

# Global TEM Done Right for a Top 5 Biotech Company

Cass delivers a global solution to a worldwide household name. In less than a year, they saw a 165% return on their TEM investment.



## Introduction

For 4 years, a global biopharma company had been working with a self-proclaimed telecom expense management (TEM) "leader". During that time, the service quality and results were not enough to satisfy the company's global operation. So, in March 2018, they turned to Cass. Within 7 months, we set up a global TEM solution that has delivered millions of dollars in cost reductions.

## Delivering an Effective, Global Solution

Since 2014, our client had struggled to achieve effective telecom expense management across their entire organization. Domestic TEM operations were sufficient, but it was clear that divisions of the business in APAC, Latin America and Europe needed optimization.

Global organizations benefit from TEM more than any other, but only when their provider has truly global capabilities. Not only do they see the biggest returns in optimization, they can best enjoy streamlined operations and strategic financial planning that come as a result. For our client, the challenge was two-fold:

- They needed a solution that could deliver actual savings, not just recommend savings
- They also wanted a service that could deliver as well at home as it could abroad

Cass delivered on both counts, leveraging regional expertise to deliver millions of dollars in savings.

### Key Stats



**\$2.43 million** in cost avoidance



**165%** ROI



**98%** inventory accuracy achieved in under 9 months

# Discover Our Global Success



**North America**

**\$20 million**  
of spend managed

**4,922**  
invoices processed

**2 days**  
avg. to process invoice

**86**  
MACD events implemented

**APAC**

**14**  
countries

**\$9.3 million**  
of spend managed

**507**  
invoices processed

**3 days**  
avg. to process invoice

**112**  
MACD events implemented

**LATAM**

**10**  
countries

**\$2.1 million**  
of spend managed

**808**  
invoices processed

**2 days**  
avg. to process invoice

**38**  
MACD events implemented

**EMEA**

**42**  
countries

**\$10 million**  
of spend managed

**450**  
invoices processed

**2 days**  
avg. to process invoice

**152**  
MACD events implemented

## Implementation

It was clear that after so many years of poor service and poor outcomes, our client wanted to see results fast. So, we rolled out our TEM solution in their home region first. Within 100 days, they were seeing results and we were poised to use our regional teams to roll out our solution overseas.

Seven months in, implementation was complete, and we were able to deliver TEM savings across the entire global organization.

“  
Having access to local resources improves operational efficiency across the entire organization.”

## Regional Engagement

Every region was staffed with experts who...



work the same hours



speak the same languages



understand the local cultures



Experienced with the local carriers

## Inventory Building & Cost Recommendation

As you would imagine, one of the world's largest biotech companies has a huge telecom infrastructure.

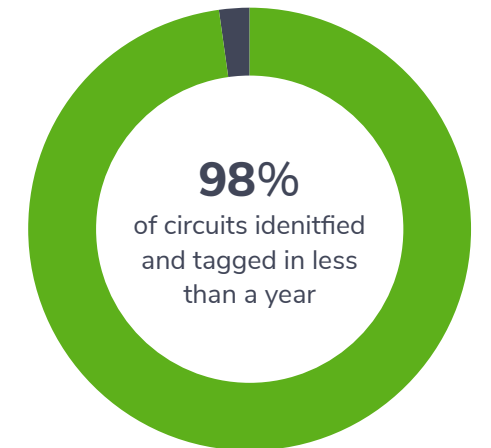
Thanks to our local project teams, it took us less than a year to successfully identify and tag 98% of the client's circuits.

## Global Circuit Provisioning

To deliver the quality of service our client wanted, we initiated more than **350 MACD events** as part of our provisioning service. We supported the global procurement workflows for our client's mobile telecom resources and work with them to maintain database integrity worldwide.

## Global Impact

As a result of our efforts, invoice processing takes just **2 days** in the Americas and Europe. In the Asia-Pacific, it's down to just **3 days**. This is, in part, thanks to our regional teams who operate on local time, allowing them to action invoices efficiently. As a result, process backlogs have been reduced and the client's entire telecom expense framework has become more streamlined.



In Just Over a Year We Achieved

**\$2.43 million**  
in cost reductions

**165% ROI**

## The Road to TEM Success Starts Here

TEM from Cass is more than traditional telecom expense management. It's a fully managed, global offering that covers fixed and mobile telecom expense management, IaaS and PaaS cloud management. In addition to benchmarking, sourcing, and procurement support.

Our team of accredited experts work as an extension of your organization to deliver a five-star service. We improve visibility and control over your telecom and cloud estates, drive significant cost-savings, and free up time so your teams can focus on their core responsibilities.

With Cass at your side, you not only gain financial stability and payment capabilities of a US Federal Reserve-member bank. You get the international reach to support your services all over the world, and the reassurance and stability gained from an established, publicly traded organization.

Most importantly, you get an unparalleled level of customer satisfaction – with all the support, knowledge, and expertise you need from industry-accredited professionals.

Enquire today to book a consultation or to hear more about how we can help your organization control costs and manage telecom devices.

[www.cassinfo.com/telecom-expense-management](http://www.cassinfo.com/telecom-expense-management)

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Cass Information Systems (NASDAQ: CASS) leads the way in expense management for enterprise cloud, telecom, mobility, utility, waste, freight and parcel costs. Clients include Ford Motor Company, Emerson, The Hershey Company and Restoration Hardware. We're trusted with over \$60 billion in annual disbursements, managed by over 1,200 employees globally.

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