

## Large Health Provider Chooses Symphony SMS for Healthier Telecommunications Management

### Business Challenge

A world-class, academic medical institution in Boston wanted to gain better control and visibility over its total telecom cost management (TTCM) while transitioning from a shared services infrastructure to an independent entity. The current shared service handled processing of carrier invoices without sufficient inventory visibility or invoice audit and reconciliation. Consequently, no one was verifying billing accuracy for line charges or devices such as mobile phones and pagers used by doctors and other health care professionals. The assumption with shared services is better quality and buying leverage. In reality, however, corporate interests may not align with the affiliates and there is no incentive to drive down costs because they are allocated back.

### Solution

After discussion with other companies considering BPO (Business Process Outsourcing) who were struggling with the perceived loss of control, the health provider decided it would ultimately gain more control over TTCM costs by outsourcing to a third-party with specialized telecommunications expertise, process efficiencies, and a best practices methodology. The day after being selected, Symphony SMS provided an onsite manager who integrated with existing personnel and managed the entire telecom operation as part of the outsourcing arrangement. *“We have heard all the horror stories about managing third party BPO deals, but it has been seamless for us. The key has been to engage with people with demonstrated qualifications and align the incentives so that we all win from the relationship,”* said the organization’s Vice President.

### Results

After Symphony SMS assumed responsibility for all telecom department activities, including asset management, maintenance of and supporting contracts, engineering, invoice processing and auditing, the healthcare provider has benefited from **21% lower telecom costs, while managing the process with 30-40% fewer resources**. According to our client, *“Symphony SMS’ solution has helped us gain control of our telecom assets, invoices and contracts, enabling us to optimize our performance and reduce our costs.”*

### About Symphony SMS

Symphony SMS offers an **End-to-End TEM Outsourcing Solution** – a holistic approach that drives productivity, controls costs and enables clients to utilize telecom to create profitable technical, operational and accounting business solutions.