

SPEND MEND

WIRELESS DEVICE ACCOUNT MANAGEMENT

Get a Handle on Your Wireless Cost

The average healthcare organization spends \$116,000 per month on its wireless accounts resulting in about \$1.4 million per year! Keeping your account accurate including new devices, replacements, minutes, texting, data, and much more. Let SpendMend assess your current service's performance against your contract and make money saving recommendations. Allowing you full visibility into your wireless spend.

*We manage all your
wireless devices:
tablets, phones, clinical
communication devices*

Offerings of Wireless Account Management

- Manage all moves, adds, changes, and upgrades
- Seamless order processing and consistency
- Identify zero usage or excessive usage
- Establish and manage guidelines are followed consistently
- Find erroneous billing errors made by service providers
- Provide direct allocation to department feeds directly into Accounts Payable
- Create customized reporting each month
- Ensure your service provider is complying with contract terms
- Complex agreements are negotiated or renegotiated with suppliers to achieve more favorable pricing and agreement terms

Client:

- Centra Health System - Lynchburg, VA

Key Challenges:

- Telecom - major area of monthly spend
- Local, long-distance and various wireless carriers
- No control of costs or inventory
- Over 1,900 wireless devices
- Multiple departments overlapping efforts to control expenses: IT, Accounts Payable, Supply Chain

Solutions:

- Outsource local, long distance and wireless cost & maintenance management
- A dedicated Account Manager to implement and maintain control of telecom costs and service
- Dedicated resource to field all telecom related inquiries (upgrades, add/delete features)
- Customized monthly and quarterly reports detailing minute, data and text plan usage

Results:

- All lines audited (wireless, LAN, and long-distance)
- Disconnected/unused lines eliminated
- Wireless phone and testing plans pooled to ensure usage and cost savings optimization
- Overages eliminated saving over \$5,000 per month
- First quarter produced \$98,000 in annual savings
- Initial wireless optimization resulted in a \$105,000 savings