WARNER TELECOMM
Enterprise Technology Management

CASE STUDY: Banking

About the Client

A regional banking institution with over 150 branches and a growing online presence. The bank delivers essential financial services to individuals and businesses, supported by a robust IT and telecom infrastructure. Their technology ecosystem underpins critical operations such as customer transactions, branch communications, and compliance with regulatory requirements

Challenge

- Fragmented expense management across branches and departments.
- Billing inaccuracies and limited visibility into technology usage.
- Rising operational costs tied to redundant services and outdated contracts.
- Inefficient manual processes for managing invoices and technology assets.
- To ensure operational efficiency and compliance, the bank required a solution to centralize technology expense management, streamline processes, and provide actionable insights to optimize costs.

Solution

- Centralizing IT and telecom expense data into a unified platform integrated with banking management systems.
- Automating invoice processing and asset tracking to reduce manual effort and improve accuracy.
- Conducting detailed audits to identify billing errors and optimize service agreements with providers.
- Providing real-time analytics to track expenses, identify cost-saving opportunities, and ensure compliance.

Results

Cost Savings: Reduced IT and telecom expenses by 18% across all properties.

Operational Efficiency: Saved over 400 hours monthly through automated invoice processing and asset management.

Enhanced Visibility: Provided comprehensive insights into technology spend and usage, enabling strategic decision-making at the corporate and property levels.

Scalability: Enabled seamless onboarding of new properties into the ETM/TEM system