WARNER TELECOMM
Enterprise Technology Management

CASE STUDY: Health Care Company

About the Client

A privately held health care provider in the continental United States who heavily uses web based applications to support their internal and external clients through a full suite of services across multiple divisions and business units.

Challenge

- Struggling with managing a complex, decentralized IT and telecom environment
- Faced inefficiencies due to siloed systems and manual workflows
- Lacked integration between IT and finance, limiting visibility and coordination
- Growth was hindered by fragmented operations and outdated processes
- Systems and automate key functions unified
- Growth hampered by existing outdated processes

Solution

- Seamless API integrations across 11 client and vendor systems
- Automated ingestion and normalization of telecom and IT data across all business units through RPA and EDI
- Application of Warner's proprietary data integrity protocols to ensure clean, connected datasets
- Alignment of IT and finance operations through process automation and real-time service service inventory visibility across landline, mobile, cloud, and software srevices

Results

Cost Savings: 20% reduction in hard telecom/IT costs across all business units

Operational Efficiency: 500+ hours/month saved through intelligent automation of process and procedures

Enhanced Visibility: Enhanced decision-making through real-time, accurate data visibility

Scalability: Future-ready architecture that scales with the organization's evolving