WARNER TELECOMM
Enterprise Technology Management

CASE STUDY: Pharmaceutical Company

About the Client

A major global pharmaceutical company navigating the aftermath of multiple large-scale acquisitions found itself overwhelmed by a fragmented and chaotic IT and telecom environment. Internal teams were stretched thin, and the organization lacked the resources to manage soaring costs and tangled vendor relationships. Leadership described the environment as "a complete disaster."

Challenge

- Disparate systems and decentralized contracts created a fragmented IT and telecom environment.
- Manual invoice processing made expense tracking and management nearly impossible.
- Post-merger complexity increased the urgency for a unified service inventory solution.
- The company needed improved visibility, cost control, and automation—without burdening internal teams.

Solution

- Deployed our industry-leading Enterprise Technology Management platform, providing end-to-end automation and visibility.
- Automated ingestion and normalization of IT and telecom invoices through Warner Powered AI Engine
- Consolidation of service inventory across acquired entities into a single, centralized platform for landline, mobile, software, and cloud services.
- Real-time visibility into spend and network assets using APIs and RPA
- Strategic insights to align telecom infrastructure with business needs and eliminate unnecessary costs

Results

Cost Savings: 35% reduction in telecom spend—unlocking millions in annual savings

Operational Efficiency: Streamlined invoice management through automation and consolidation

Enhanced Visibility: Full transparency into IT/telecom environment post-merger

Scalability: Empowered lean internal teams with actionable insights and simplified reporting