

Restoring control of IT and telecom after multiple acquisitions

35%

Reduction in telecom spend

1M+

In annual savings unlocked

ABOUT THE CLIENT

A major global pharmaceutical company, navigating the aftermath of several large-scale acquisitions, faced a fragmented and chaotic IT and telecom environment. Internal teams were stretched thin, and the organization lacked the resources to manage rising costs and complex vendor relationships. Leadership called it “a complete disaster.”

THE CHALLENGE

- Disparate systems and decentralized contracts fragmented the environment
- Manual invoice processing made expense tracking nearly impossible
- Post-merger complexity heightened the need for a unified service inventory
- Visibility, cost control, and automation were needed without burdening internal teams

OUR SOLUTION

- Warner's Enterprise Technology Management platform for end-to-end automation and visibility
- Automated ingestion and normalization of IT and telecom invoices through the Warner AI Engine
- Service inventory across acquired entities consolidated into one platform for landline, mobile, software, and cloud
- Real-time visibility into spend and network assets using APIs and RPA
- Strategic insights to align infrastructure with business needs and eliminate unnecessary costs

Results

COST SAVINGS

35% reduction in telecom spend, unlocking millions in annual savings

ENHANCED VISIBILITY

Full transparency into the IT and telecom environment post-merger

OPERATIONAL EFFICIENCY

Streamlined invoice management through automation and consolidation

SCALABILITY

Lean internal teams empowered with actionable insights and simplified reporting