

Regional Banking Institution

Technology expense management across 150+ branches

18%

Reduction in IT and telecom expenses

400+

Hours saved every month
through automation

150+

Branches managed on one
platform

ABOUT THE CLIENT

A regional bank with more than 150 branches and a growing digital presence, serving individuals and businesses. Its IT and telecom infrastructure supports critical operations, including customer transactions, branch communications, and regulatory compliance.

THE CHALLENGE

- Fragmented expense management across branches and departments
- Billing inaccuracies and limited visibility into technology usage
- Rising costs from redundant services and outdated contracts
- Inefficient manual processes for invoices and technology assets
- A need to centralize expense management while maintaining compliance

OUR SOLUTION

- IT and telecom expense data centralized in a unified platform integrated with core banking systems
- Automated invoice processing and asset tracking to reduce manual effort and improve accuracy
- Detailed audits to identify billing errors and optimize provider agreements
- Real-time analytics to track spend, surface savings opportunities, and support compliance

Results

COST SAVINGS

18% reduction in IT and telecom expenses across all branches

ENHANCED VISIBILITY

Comprehensive insight into technology spend and usage, supporting decisions at the corporate and branch levels

OPERATIONAL EFFICIENCY

400+ hours saved monthly through automated invoice processing and asset management

SCALABILITY

Seamless onboarding of new branches into the ETM/TEM platform