

## Building an Inventory, Securing Refunds, & Creating Cost Savings

**\$50,000**

Refunds from billing errors

**\$840,000**

Realized in annual savings



### The Challenge

The client is a national provider of physical therapy services with over 500 locations and monthly total telecommunications expenses of approximately \$200,000.

They had thousands of invoices, hundreds of locations, and knew that the phone bills were out of control. They had no insight into their inventory or a way of identifying issues. The company continued to grow quickly by acquisition, which further complicated the issue. They needed a firm to come in, clean things up, and develop a detailed and accurate inventory of all services by location.



### The Solution

Building a comprehensive location-based inventory of services and associated costs, required:

- Gathering all phone bills, local, long distance, voice and data, along with any related contracts
- Performing a detailed audit of all pricing and charges
- Submitting and resolving billing discrepancies
- Identifying cost savings opportunities and implementing them with customer approval and validation of billing
- Consolidating billing to reduce the volume of invoices



### The Results

These processes resulted in a streamlined inventory of all services by locations for payables process, trouble resolution, uniform pricing, cost management, and technology upgrades. The detailed inventory allowed the customer to understand what they had and change technology at locations when needed.

**The client received over \$50,000 in refunds and realized \$840,000 in annual savings.**

#### ***IQT can do this for you.***

*The powerful combination of our expertise and the **IQ 360°** tool provides unparalleled visibility and control over your telecom spend, so you can focus on your business and increase your bottom line. IQT's industry experts will provide visibility into your telecommunications environment, identify and take action to realize immediate savings, and develop processes to manage and maintain inventory and costs. **Book your free consultation now.***

