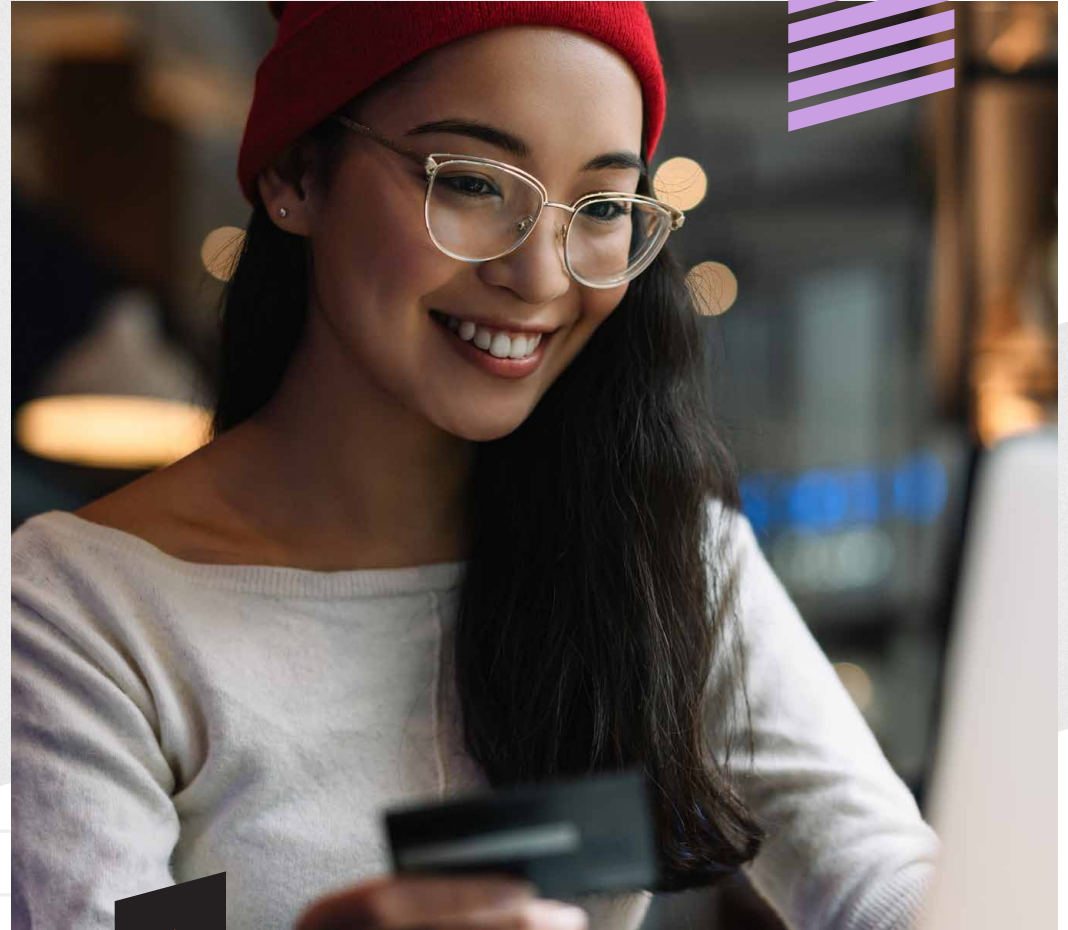


Case Study

Global financial services firm saves more than \$2 million a year by switching to Cimpl



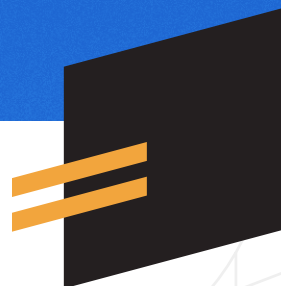
INDUSTRY

Financial Services

COMPANY

Multinational Fortune 100 company with more than \$43B in annual revenue that provides travel, credit card, and digital services.

The financial services company switched to Upland Cimpl technology expense management (TEM) software to manage the fully integrated telecom service lifecycle for its global wireline services. Using Cimpl, they gained an accurate view of inventory and costs in their more than 3,000 accounts, enabling more reliable financial forecasting.



Without a clear view into its inventory, the company did not know what it was paying for.

Problem:

To service its customers, the company runs many call centers in North America and Europe, with tens of thousands of phone numbers and devices. With its previous TEM vendor of 18 years, invoices were not being audited because of their complexity, and there was a high rate of billing errors. Due to the increased number of agents who transitioned to work-from-home during the COVID-19 pandemic coupled with the transient nature of the role, it became very difficult for the company to know which services were still needed. As a result, the company was paying for services that it was no longer using. The company was dissatisfied with inventory inaccuracies, lack of service support, and lack of integration between the order and inventory modules.

Solution:

Cimpl provides full visibility into telecom spend

Thanks to Upland Cimpl's unique process for linking inventory to invoices, the company has cleaned up its inventory and knows who owns what. They are now tracking all circuits, phone numbers, and toll-free numbers in Cimpl, and allocating each one to the appropriate cost center. Invoices are easily linked to inventory, facilitating timely, accurate, automated payment, generated in time to avoid late fees.

"We are thankful to Cimpl for the collaboration. We didn't get that level of support from our previous TEM provider. I can't say enough good things about the Managed Services, Support, and Development teams. They have been great to work with."

Director, Business and Vendor Management

The company experienced TEM improvements for the first time in 20 years!

Automation increased TEM efficiency and improved processes

Since it was difficult to track its thousands of accounts, before it used Cimpl the company was not uncovering contract discrepancies and billing errors. Cimpl reconciled billing against the contracts and detected \$50,000 in provider overcharges in year 1. It also requested credits retroactively for the overcharges, recovering more than \$2 million in credits.

Prior to Cimpl, the company did not know which phone lines were inactive, and was paying for lines that were no longer being used. Cimpl validated accounts and allocated inventory and costs to each

owner, resulting in greater call center accountability. Call centers canceled the assets they weren't using or decided they can do without, saving the company an additional \$35,000/year.

To further increase efficiency, the Cimpl team worked with one telecom provider to migrate 500 monthly paper invoices to electronic invoices, for easy, automated downloading.

The company now uses the centralized Cimpl workorder center to place orders with providers, saving time for the IT team. Inventory is automatically updated once orders are complete, ensuring inventory accuracy.

Ongoing collaboration enhances the partnership.

The customer is thrilled with the direction they're headed with Cimpl. They appreciate that the Upland Cimpl team listens to their feedback and is responsive to their needs. They participate in the Cimpl Customer Advisory Board, where they help develop the Cimpl product roadmap and find it valuable to share best practices and learn from other Cimpl customers.

Results achieved with Cimpl

\$50,000
billing errors
detected in year 1

\$2 Million+
credits
identified

\$35,000/year
savings
by canceling unused assets

80,000+
services managed

85
telecom providers