



## DIALLING IN LOWER BILLS

Curbing Mobility Spend with Intelligent Analytics

### Abstract

Sergio Jose, Senior Manager of Site Operations at a global animal healthcare provider, was struggling to contain the organisation's rising YoY mobility spend due to a lack of sufficient process visibility, analytics, and asset tracking. This case details how Infosys BPM, a partner to the company, proactively stepped in with a comprehensive cloud and telecom expense management service to help Sergio identify 1000+ un-associated numbers and 130+ unused devices, releasing over \$366K in annual savings.



## When the telephone bills skyrocket

Sergio Jose is a Senior Manager of Site Operations at leading global animal healthcare provider with more than 10,000 employees spread across 90 countries. In this role, he is responsible to supervise site operations, maintain optimal efficiency levels, and oversee all activities related to the company's overall financial and operational productivity. However, he was concerned about the company's constantly rising spends on mobility.

The company provided all its employees with corporate-owned mobility device and voice & data services for official use. The monthly expenses for these devices — over service usage charges and equal monthly instalments (EMIs) — added up to a massive annual spend of \$1.39 million. Primarily, the company lacked a centralised set up for tracking the mobility assets, which made it difficult to map service

lines/numbers to individual employees or cost centres. This fragmented database would often lead to recurrent errors in cost centre allocations, causing unaccountable expenses and revenue leaks.

Given the multiple inconsistencies in the system, Sergio barely had any visibility into the mobility inventory data and the total spends. To make matters worse, the system also lacked any reporting and analytics setup to help him at least study the available data for tracking expenses across the various carrier networks.

With the mobility spend rising YoY and the concerning lack of expense tracking, Sergio knew he needed a comprehensive centralisation and expense management solution to fix matters before they spiralled out of control. When he began looking out for external support with

the project, Infosys BPM, the company's long-standing partner, stood up to the task. Infosys BPM had proactively analysed the mobility spend data and developed a proof-of-concept (PoC) solution to demonstrate potential savings of \$200K with a single carrier of North America alone. Impressed with the PoC and the potential outcome, Sergio signed on Infosys BPM for the expense management project, covering the company's mobility services across the globe. He immediately set up a meeting with Ashish Gupta, the Infosys BPM Cloud & Telecom Expense Management Services (CTEMS) team lead, where they discussed the project scope in detail, while highlighting the need for process centralisation, reporting and analytics services, and strategic workflow automation.

## Tracking runaway devices and spends

With the priorities set, Ashish rounded up his CTEMS team of experts with whom he had worked on the initial PoC, and together they began assessing the project's global

requirements in greater detail. After several productive discussions, they mutually concluded that to scale the PoC globally they would first need to set up a single,

centralised platform for tracking assets as well as for identifying, managing, and optimising all mobility expenses.

### Approach summary



After acquiring Sergio's approval, Ashish worked with the team to implement the CTEMS solution bundled with a next-generation digital partner platform as the primary tool for telecom expense management.

Throughout the project, Ashish ensured that the services covered end-to-end aspects of mobile ecosystem management,

working with the team to conduct detailed process audits and optimisation to counter any challenges during implementation. Amidst this, they also standardised the mobility data across carriers and set up a robust reporting system, enabling easier information analysis.

Going a step ahead, Ashish also sat with the team and performed a thorough

evaluation of mobility services across all geographies, in an attempt to rationalise the costs and identify any underutilised devices. The team then displayed this information to Sergio through dynamic reports, while also providing strategic recommendations for optimally utilising the mobility services.

### The joy of clearer connectivity

The CTEMS solution proved to be extremely successful in controlling the healthcare giant's rising YoY mobility expenses. It also helped Sergio gain greater visibility into

the monthly spend and inventory statuses, enabling better decision-making and expense optimisation activities. Moreover, the centralisation of assets made it a lot

easier for him to track, monitor, and manage the company's multiple mobility vendors and carrier networks across the globe.

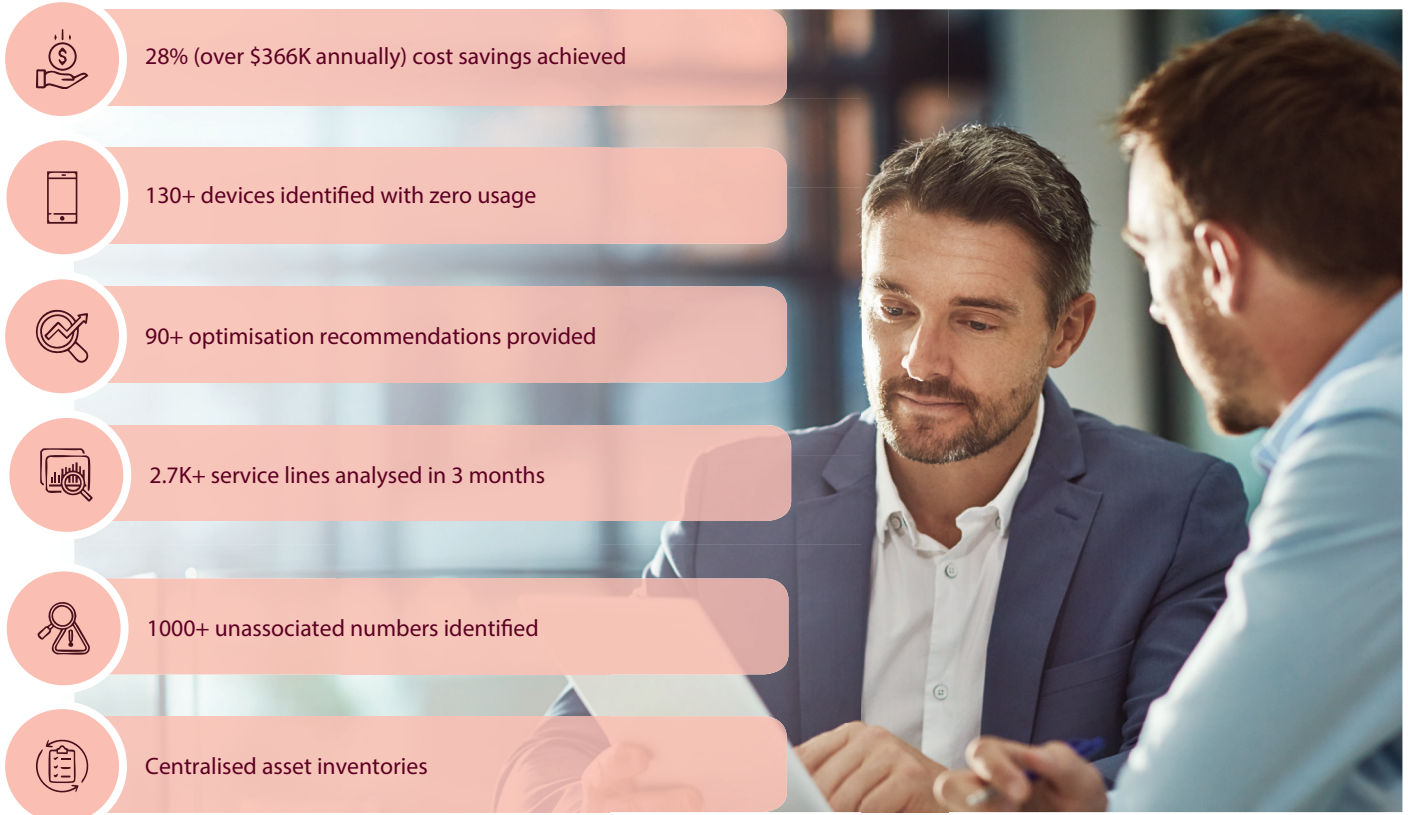


Ashish and his team's operational enhancements and mobility service evaluation also brought in multiple financial benefits for the company. After analysing 2.7K+ service lines in 3 months, the team identified over 130 devices with zero usage

and over 1000 devices with unassociated accounts. They also identified over 2000 devices with changes in their domestic plans and international features, creating potential opportunities for optimising expenses. Using these findings, Ashish

and the team made over 90 optimisation recommendations to Sergio, allowing him to cut costs and adjust allocations wherever possible.

## Key benefits



Overall, the project implementation helped the company achieve an impressive 28% in cost savings with carriers across North America and Europe, adding up to a

significant amount of \$366K+ annually. Delighted with the outcomes and the team's performance, Sergio has already enlisted Ashish's support for optimising

the company's invoice and payments processing activities.

*\*Names have been altered to preserve the identities of the people involved.*

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