



UNLOCKING SAVINGS: A TELECOM SOLUTION FOR LOWER MOBILITY COSTS

Abstract

When Mitchel Perry, Director of Network Operations at a global semi-conductor manufacturing giant, experienced a vendor's failed attempt to upgrade the company's legacy mobility devices, he turned to long-standing partner Infosys BPM for help. This case details how Infosys BPM's telecom expense management service helped the company resolve process inefficiencies, eliminate 98% of unknown mobile service lines, and procure new devices smoothly, all while reducing its total telecom spend.



When it's time to upgrade the devices

Mitchel Perry is the Director of Network Operations at a global semi-conductor manufacturing corporation with over 1,31,000 employees across 65 countries. In this high-value role, he is responsible for overseeing the operating performance of the organisation's network infrastructure, handling its mobility expenses, and managing vendor relationships.

The company had witnessed a significant evolution in its operations off late, warranting a suite of new corporate applications on a regular basis. However, the existing legacy mobility devices with the employee network lacked the functionality and power to handle the new applications. While the clear answer to the problem was to upgrade all devices

to their latest versions, Mitchel recognised that he did not have the processes or internal capacity to carry out such a large-scale migration efficiently.

He soon signed on a third-party vendor for the project, with the intention to bring in the new devices while keeping the telecom expenses in check through a managed services model. Soon, the vendor also brought in and integrated a telecom expense management (TEM) tool within the operations, but their services would consistently miss the mark. Mitchel would often have to deal with inaccuracies in inventory data, delays in procurement of new devices, and an ever-inflating telecom spend.

Before these problems could spiral out of control, Mitchel decided to hand over the managed services to Infosys BPM, the company's trusted, two-decade-old infrastructure services partner. He set up a series of meetings with Varun Bansal, Infosys BPM's Cloud & Telecom Expense Management Services (CTEMS) team lead, where he brought up his challenges, highlighted the process inconsistencies, and detailed his requirements. Over the course of these meetings, Mitchel explained how he would need a complete overhaul of the telecom expense management system while using the existing TEM tool provided by the previous vendor.

Overhauling the telecom device network

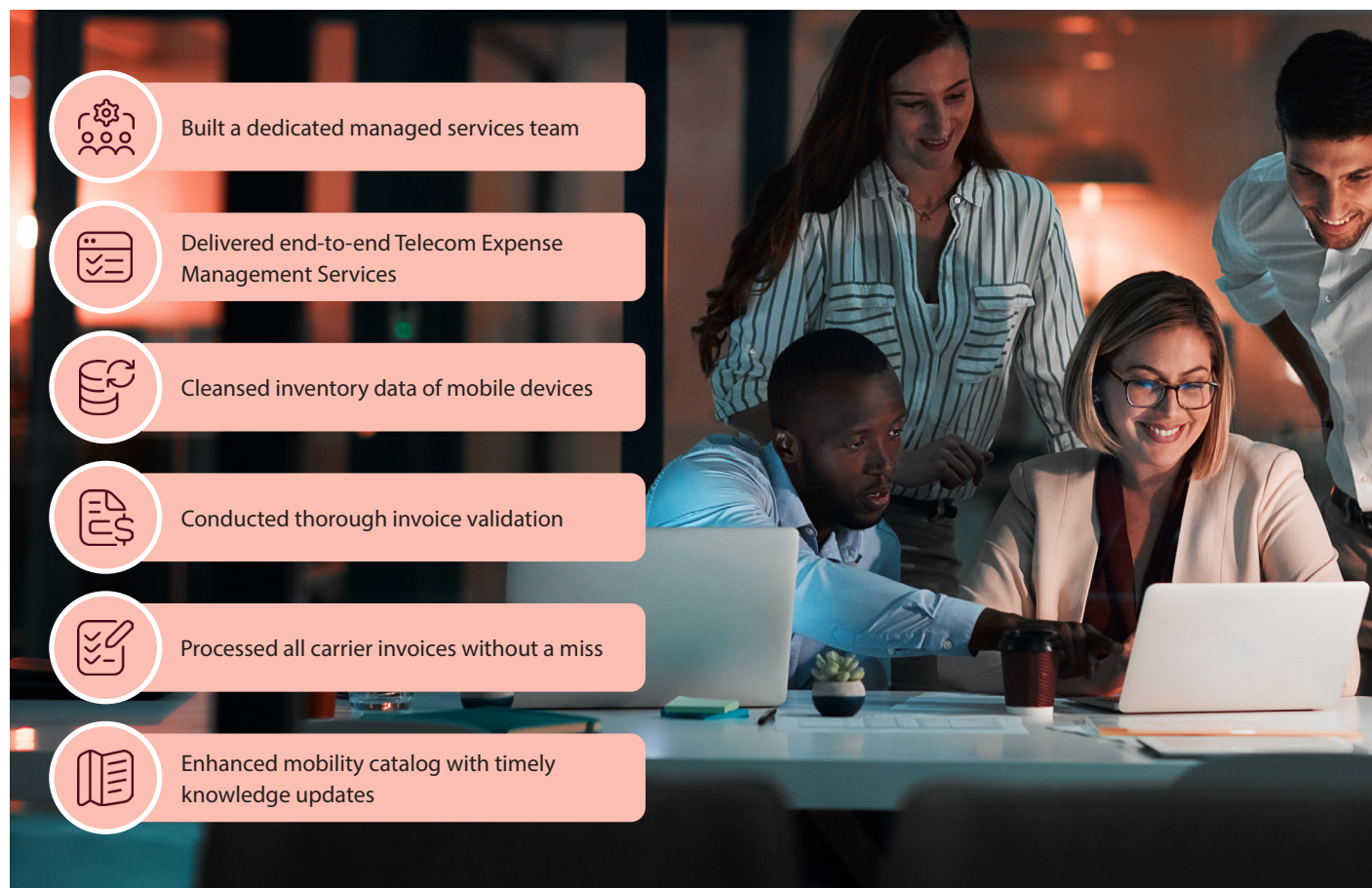
With the requirements set, Varun gathered a CTEMs team of experts to assess the current processes and draft a clear action plan for optimising Mitchel's mobility expense management. Together, the team developed a comprehensive managed services roadmap covering all project demands such as invoice & payment processing, vendor management, mobile

device catalogue management, dispute management, optimisation, and reporting.

To kickstart the project, Varun and the team first made themselves familiar with the company's existing TEM tool and then went on to clean up the inventory data. They took up a bottom-up approach, with the idea to identify all ground-

level bottlenecks and take corrective actions consequently. The team studied the mobility devices allocations data to uncover all unallocated service numbers that were disrupting the billing processes. They then mapped these numbers to the right individuals, ensuring that any future billing from there on would take place at the correct cost centre.

Approach summary



Varun also worked with his team to thoroughly validate all carrier invoices to pinpoint any usage of mobile services that were not contracted for, or mobile service lines that were not being used but still being billed. He immediately took the findings to Mitchel, who gave his stamp of approval to raise these disputes

with the specific carriers and bring them to resolution. Supporting this thorough validation process, Varun also made it a point to ensure that all carrier invoices were processed on time without any misses.

Finally, Varun and the team revamped the organisation's mobility catalogue with

timely updates so that all new devices and price changes appeared without any disruptions. This helped streamline employee's experience of ordering new devices and services for the company's expansive mobility network.

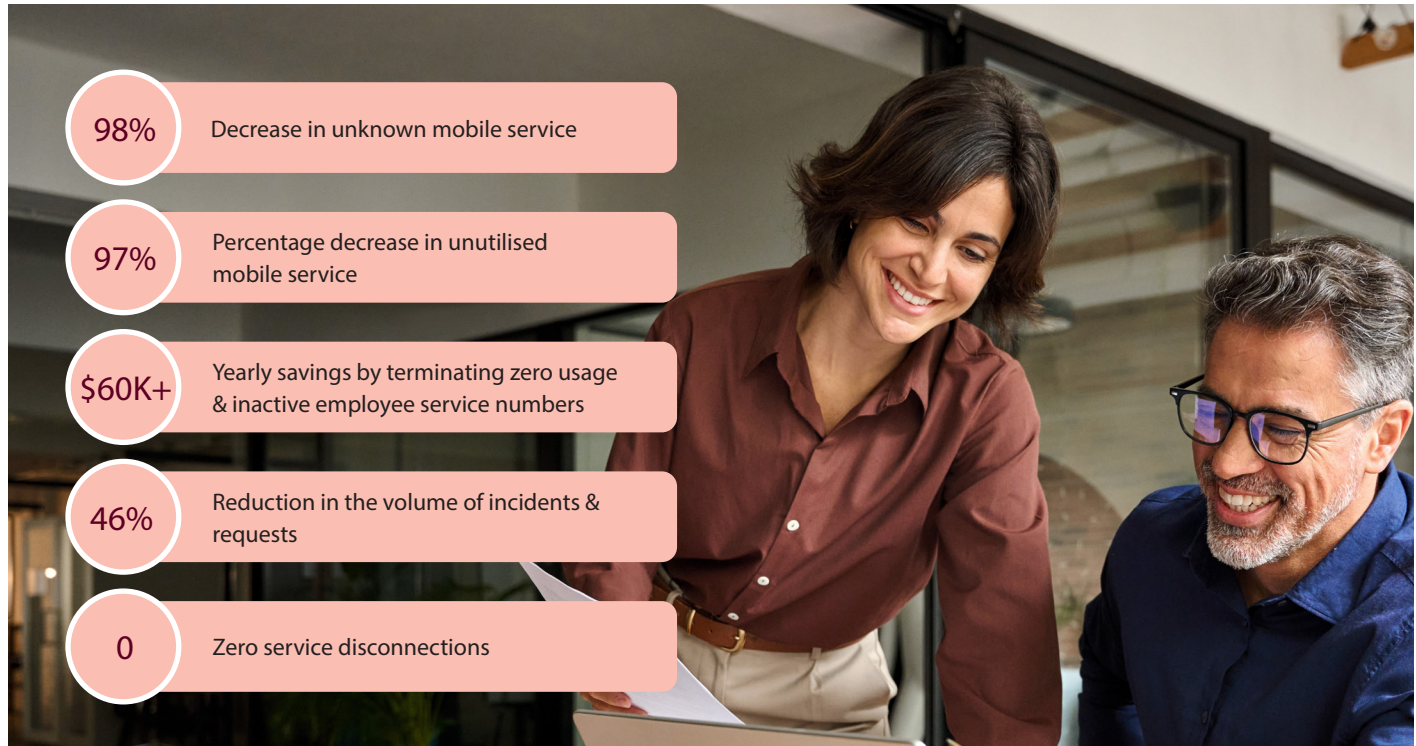
Mobility that is better, faster, yet cheaper

The new and improved CTEMS solution helped Mitchel achieve the financial and operational efficiency targets that he had

been struggling to achieve. It enabled him to access accurate inventory data, track mobility assets and vendors, and make

smarter procurement decisions with ease.

Key benefits



In hard numbers, the project brought in several impressive outcomes for the chip manufacturing giant. For starters, the detailed inventory data analysis led to remarkable reductions of 98% in unknown mobile services and 97% in unused mobile services. This eliminated two major sources of ambiguity in billing and resource allocation. As a result, the company achieved over \$60K in annual savings by terminating services associated

with zero usage and inactive employee service numbers. Moreover, the proactive mobile device catalogue management setup reduced the volume of incidents and service requests by 46%, enhancing the fluidity of procurement operations. Finally, the timely processing of invoices helped the company avoid any chance of service disconnections, ensuring uninterrupted connectivity across its global network.

Overall, the project's successful implementation significantly helped the company resolve longstanding inefficiencies and re-align its mobility network for sustained operational excellence. With this optimal CTEMS solution and Varun and his team's relentless support, Mitchel can now focus more on his strategic priorities, potentially enabling faster business growth.

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

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