WARNER TELECOMM
Enterprise Technology Management

CASE STUDY: Banking Institution

ABOUT

A regional banking institution with over 150 branches and a growing online presence. The bank delivers essential financial services to individuals and businesses, supported by a robust IT and telecom infrastructure. Their technology ecosystem underpins critical operations such as customer transactions, branch communications, and compliance with regulatory requirements.

REQUIREMENTS

The banking institution faced challenges in managing its complex IT and telecom environment, including:

- Fragmented expense management across branches and departments.
- Billing inaccuracies and limited visibility into technology usage.
- Rising operational costs tied to redundant services and outdated contracts.
- Inefficient manual processes for managing invoices and technology assets.
- To ensure operational efficiency and compliance, the bank required a solution to centralize technology expense management, streamline processes, and provide actionable insights to optimize costs.

SOLUTION

Warner Telecomm implemented its Enterprise Technology Management (ETM) platform to address the bank's unique challenges. Key steps included:

- Centralizing IT and telecom expense data into a unified platform integrated with banking management systems.
- Automating invoice processing and asset tracking to reduce manual effort and improve accuracy.
- Conducting detailed audits to identify billing errors and optimize service agreements with providers.
- Providing real-time analytics to track expenses, identify cost-saving opportunities, and ensure compliance.

RESULTS

- **Cost Savings:** Reduced IT and telecom expenses by 18% across all properties.

- **Operational Efficiency:** Saved over 400 hours monthly through automated invoice processing and asset management.

- **Enhanced Visibility:** Provided comprehensive insights into technology spend and usage, enabling strategic decision-making at the corporate and property levels.

- **Scalability:** Enabled seamless onboarding of new properties into the ETM/TEM system, ensuring consistent technology management as the group expanded.