

## Large not-for-profit Health System Risk-Free Telecom Audit

A regional not-for-profit provider was processing invoices through HQ accounts payable and sites directly, leaving inventory, contracts, and renewals scattered. Valicom rebuilt the picture, vendor by vendor.

### AT A GLANCE

**Annual savings implemented across the entire telecom estate.**

#### ANNUAL SAVINGS

**\$730,096**  
implemented / year

#### ONE-TIME CREDITS

**\$394,910**  
recovered

#### ANNUAL TELECOM SPEND

**\$5M**  
baseline

#### FOOTPRINT

**120+**  
hospitals & clinics

### 01 / CHALLENGE

The organization, a not-for-profit health system headquartered in the Mid-South, carried an annual telecom spend of roughly \$5 million. Invoices were being processed with by HQ accounts payable while individual sites also received and paid vendors separately. The result: no central visibility into accounts, inventory, contracts, contract expirations, or which locations were actually being billed. Real money was leaking, and nobody owned the whole picture.

### 02 / SOLUTION

Valicom led a meticulous, expert review across every vendor, every site, and every contract, turning a fragmented TEM environment into a single, governed source of truth.

#### VISIBILITY

##### Vendor portal & contract access

Established access to invoice copies, contracts, tax-exemption forms, and the active site list across every carrier.

#### RECOVERY

##### Contractual billing remediation

Identified contractual billing issues and worked with vendors to fix and credit; pursued credits on services billing early.

#### LIFECYCLE

##### Disconnect & technology refresh

Tracked disconnect orders, retired old technology and unused circuits, and migrated services to current technology for savings.

#### GOVERNANCE

##### Contract & tax review

Renegotiated services in or near renewal windows after benchmarking; corrected improper tax application and wrongful early-termination fees.

### 03 / CUSTOMER PROFILE

#### LARGE NOT-FOR-PROFIT HEALTH CARE

Industry	Healthcare · Not-for-profit
Headquarters	Mid-South, USA
Hospitals	20+
Clinics & Outpatient	100+
Annual Telecom Spend	~\$5,000,000
Engagement	Risk-Free Telecom Services Audit

#### Why this engagement worked

A central TEM owner, Valicom, with vendor expertise, contract literacy, and the patience to validate every line item with the client before pulling the trigger.

### SERVICES DELIVERED

- Invoice Review
- Inventory Reconciliation
- Vendor Management
- Closed-Site Audit
- Benchmarking
- Contract Review/Renegotiation
- Disconnect Order Tracking
- Tax Exemption Review
- ETF Recovery

### 04 / RESULTS

#### OPERATIONAL

## Single source of truth

across 120+ sites

- Centralized inventory by service type and location.
- Disconnects validated and tracked end-to-end with credits applied.
- Old technology retired; modern services in place where it made sense.

#### ECONOMIC

**\$730,096** /yr  
annual savings implemented

**\$394,910**  
one-time credits recovered

- Wrongful early-termination fees credited back.
- Tax exemptions corrected; improper tax credited.
- Renewal benchmarking unlocked materially better contracts.

TOTAL VALUE **\$1,125,006**

#### STRATEGIC IMPACT

## From fragmented to governed

TEM environment

- HQ AP and site-paid invoices reconciled into one view.
- Contracts mapped to expirations & renewal windows.
- Repeatable framework for ongoing audit & optimization.

Ready to see what **100% visibility** can do?

Telecom Expense Management built for healthcare networks with scale.

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